Sprint® Service

Palm® Centro™ Smart Device

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PN: 406-11465-00

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Introduction

We know you're eager to start using your device right away, and the sections of this guide are designed to help you do just that.

- Section 1: Setting Up Your Smart Device and Your Computer guides you through the process of setting up your new Palm Centro™ Smart Device, your Sprint service, and your computer.
- Section 2: Getting to Know Your Palm Centro™ Smart Device shows you the basics of your device and service with quick, easy-to-follow instructions. This section also describes the features of your device's phone and shows you how to use Sprint service features such as voicemail, call waiting, and call forwarding.
- Section 3: Using Sprint Power Vision and Other Wireless Connections shows you how to use Sprint Power Vision features, including Web browsing, messaging, and email. It also describes other types of wireless connections, such as Bluetooth® wireless technology.
- Section 4: Your Portable Media Device shows you how to use your device's camera—including how to use the Sprint Picture Mail℠ application—and how to transfer and listen to music files on your device.
- Section 5: Your Mobile Organizer guides you through the process of using the built-in, full-featured, Palm OS® by ACCESS organizer, which gives you instant access to your Contacts, Calendar, Tasks, Memos, Calculator, and more.

- Section 6: Managing Your Information and Settings describes the tools for managing files and applications and the preferences that enable you to customize your device.
- Section 7: Resources answers frequently asked questions and shows you what to do if something goes wrong. It also includes a helpful glossary of terms.
- Section 8: Safety and Specifications outlines recommended safety and maintenance guidelines and displays the technical specifications for your Centro device.

WARNING	*Please refer to "Important Safety Information" on page 335 to learn about information that helps you safely use your phone. Failure to read and follow the Important Safety Information in this phone guide may result in serious bodily injury, death, or property damage.*

Setting Up Your Smart Device and Your Computer

Sprint ahead

Setting Up Your Palm Centro™ Smart Device

In This Section

- What You Need
- Your New Centro Smart Device by Palm
- Inserting the Battery
- Charging the Battery

What You Need

Your Palm Centro™ smart device box contains the following:

Hardware

- Centro smart device.
- Rechargeable battery.
- AC charger.
- USB sync cable.
- Sprint charger adapter.

Software

- Palm Software Installation CD (includes desktop synchronization software and links to bonus software for your device).

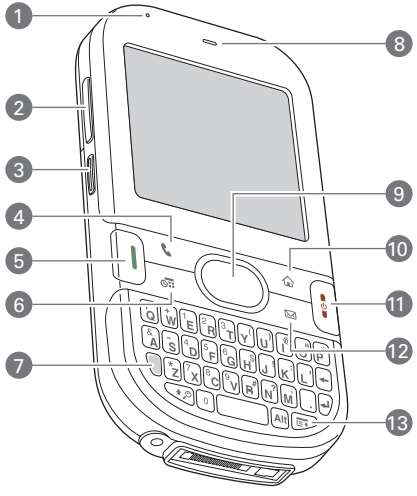
You'll also need the following items to complete the installation and activation:

- An activated Sprint service plan.
- A location with wireless coverage for your device.
- An electrical outlet.
- The computer with which you want to synchronize your personal information.

Documentation

- *Read This First* setup poster.
- *Welcome to Sprint* brochure.
- *Getting Started* guide.
- *Setting Up Email* booklet.
- *Experience Sprint Power Vision* guide.
- Terms & Conditions.
- Warranty and Software License Agreement.

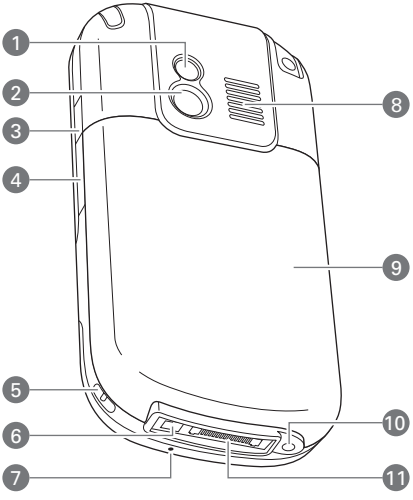
Your Device's Features: Front View



1. ***Indicator Light*** provides the status of your device's battery. Red indicates that your device is charging and green indicates that your device is fully charged.
2. ***Volume Button*** adjusts the earpiece, speaker, and ringer volume levels.
3. ***Side Button*** records voice memos by default, and performs context-sensitive actions when an application is open, such as playing or pausing MP3 files in the Pocket Tunes™ application. You can also reassign this button to open your favorite application.
4. ***Phone*** opens the Phone application.

5. *Talk* dials when a phone number is selected or entered, and answers an incoming phone call.
6. *Calendar* opens the Calendar application.
7. *Option* activates the secondary function of a key or button. See “Using the Keyboard” on page 51 for details.
8. *Earpiece* serves as the speaker on your device when you are not using the speakerphone feature or a headset.
9. *5-way Navigator* gives you one-handed access to moving around the device screen and selecting options. See “Moving Around the Device Screen” on page 46 for instructions.
10. *Applications* opens Applications view.
11. *Power/End* turns the device’s phone on and off, wakes up and turns off the screen, and hangs up calls.
12. *Messaging* opens the Messaging application.
13. *Menu* opens the application menus.

Your Device's Features: Back View

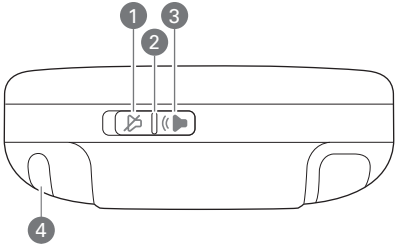


1. ***Self-portrait Mirror*** enables you to take a picture of yourself.
2. ***Camera Lens*** enables you to take pictures using the built-in camera.
3. ***Infrared (IR) Port*** uses infrared technology to transmit information to and receive information from other infrared-enabled devices that use compatible software.
4. ***Expansion Card Slot*** allows you to expand the capabilities of your device using a microSD card. See "Using Expansion Cards" on page 264.
5. ***Lanyard Loop*** allows you to connect a lanyard (sold separately).
6. ***Charger Jack*** enables you to attach the AC charger to your device.
7. ***Microphone*** serves as the mouthpiece on your device's phone.

8. ***Speaker*** plays ringtones and alarms, and serves as the speaker for the speakerphone feature and other audio playback.
9. ***Battery Door*** slides down to provide access to the battery compartment.
10. ***Headset Jack*** enables you to connect a hands-free headset. Use only headsets that are compatible with your device.
11. ***Sync Connector*** enables you to attach the USB sync cable to your device.

Note	*Your device's speaker includes a large magnet, so be sure to keep your device away from credit cards or other items that could become demagnetized.*

Your Device's Features: Top View

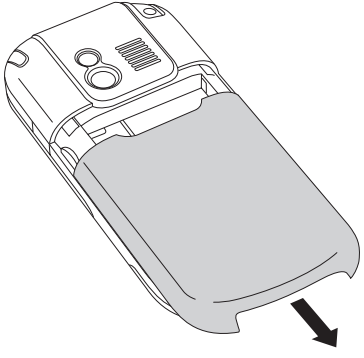


1. ***Sound Off*** silences the ringer and turns off all other sounds, including alarms and music, when the Ringer switch is set to this position.
2. ***Ringer Switch*** controls the ringer setting. See "Setting System Sounds" on page 272 for details on changing the settings.
3. ***Sound On*** turns on the ringer and all other sounds, including alarms and music, when the Ringer switch is set to this position.
4. ***Stylus*** allows you to tap options on your device's screen. To use the stylus, slide it out of the slot and hold it as you would a pen or pencil.

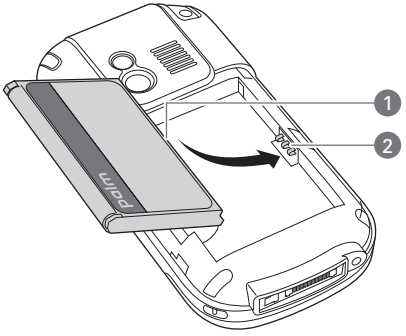
Inserting the Battery

WARNING	*Use only Sprint-approved or manufacturer-approved batteries and chargers with your device. The failure to use a Sprint-approved or manufacturer-approved battery and charger may increase the risk of your device overheating, catching fire, or exploding, which may result in serious bodily injury, death, or property damage.*

1. Gently press down on the ***Battery Door***, and then slide the door downward to remove it from your device.



2. Align the battery contacts with the contacts inside the device compartment.



1 Battery Contacts
2 Device Contacts

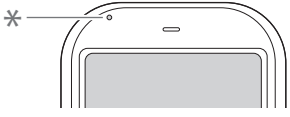
3. Insert the battery into the compartment at a 45-degree angle, and then press it into place.
4. Align the battery door with the groove on the back of the device. With your thumb covering the ACCESS® logo on the battery door, slide the battery door onto the back of the device until it clicks into place.
5. Follow the onscreen instructions to set up your device.

Tip	*Buy an extra battery as a spare for long trips or heavy data use. Visit palm.com/us/support/centro/centro_sprint or sprint.com to purchase batteries that are approved by Sprint and that are compatible with your device.*

Charging the Battery

The battery comes with a sufficient charge to complete the setup process and activate your phone. After activation, we recommend charging your device for three and a half hours to give it a full charge. See “Maximizing Battery Life” on page 25 for tips on maximizing the life of your device’s battery.

1. Plug the AC charger into a wall outlet.
2. Connect the charger cable to the charger jack on the bottom of the device. Make sure the arrow on the connector is facing up, toward your device’s screen.
3. To confirm that your device is charging, check the indicator light.
   - Red indicates that your device is charging.
   - Green indicates that your device is fully charged.



* Indicator Light

Tip	*You can also charge your device by connecting it to your computer with the sync cable. You can do this with or without using the charger cable (see “Connecting Your Palm Centro™ Smart Device to Your Computer” on page 38). Keep in mind that it takes longer to charge the battery using the sync cable, and if your laptop isn’t plugged into a power source, it can drain the laptop’s battery.*

If the battery is fully drained, it may take a few moments for the indicator light to turn on while the battery is charging.

The onscreen battery icon displays the power status:

- ***Full battery*** : Battery is fully charged.
- ***Partial battery*** : Battery has some power but is not fully charged.
- ***Almost-empty battery with red at the bottom*** : Battery needs to be charged immediately.

Note	*Your device's indicator light blinks red when the battery needs to be charged.*

- ***Red lightning bolt*** : Battery is connected to a wall outlet and is being charged.
- ***Green lightning bolt*** : Battery is connected to a wall outlet and is fully charged.

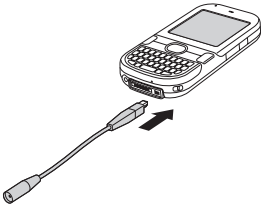
Tip	*To see exactly how much power is left in your battery, tap the onscreen battery icon.*

Using a Sprint Charger Adapter

If the connector on your Sprint-approved 1 Amp AC charger or vehicle charger doesn't fit into the connector on the bottom of your device, use the included Sprint charger adapter.

WARNING	*Use only with 1 Amp AC chargers distributed by Sprint for your device. Using any unapproved AC charger may destroy the AC charger and cause a fire.*

1. Plug the AC charger into a power source.
2. Connect the Sprint charger adapter to the charger jack on bottom of the device.
3. Connect the charger cable to the Sprint charger adapter.



4. Charge your device as described earlier.

Battery Life

Battery life depends on individual use. Consumption factors include signal strength, speakerphone use, and use of wireless features.

If the battery drains to the point where your device doesn't turn on, the device stores your information safely until you recharge the battery. To avoid draining the battery, we recommend that you charge and synchronize your device every day, especially if you use the wireless features of your phone often.

Note	*Using your device's phone reduces the battery life. You can extend the battery life by turning off your device's phone while using the organizer features. In any case, regular charging is recommended for optimal performance.*

Maximizing Battery Life

You can increase the life of your device's battery by following a few easy guidelines. Remember that battery life depends on how you use your device.

- Charge your device whenever you're at your desk, or charge it overnight each day. The lithium-ion (Li-ion) battery has a much longer useful life when it is topped off frequently, versus being charged after it is fully drained.

- Your device's wireless features (phone, email, messaging, Web, and any applications that use a Sprint Power Vision connection, such as Sprint TV℠) and media features (camera, media players, and games) consume more power than its organizer features. If you spend a lot of time using the wireless and media features, keep an eye on the battery icon and charge when necessary.
- If you don't plan to use the wireless features on your device for awhile, turn off your phone (see "Turning Your Device's Phone On and Off" on page 61). You can forward calls to a different number or let all calls be picked up by voicemail (see "Call Forwarding" on page 76).
- As with any mobile phone, if you are in an area with no wireless coverage, your device searches for a signal, which consumes power. If you cannot move to an area of better coverage, you may want to temporarily turn off your phone. While your phone is off, you can continue to use your device's nonwireless features.
- Turn down the screen brightness (see "Adjusting the Brightness" on page 273).
- Decrease the settings in Power Preferences and turn off Beam Receive (see "Optimizing Power Settings" on page 281).
- Turn off the Bluetooth® feature if you are not using it (see "Connecting to a Bluetooth® Hands-Free Device" on page 83).
- Set the VersaMail AutoSync option to download messages at a scheduled time, rather than as they arrive. See "Downloading New Email Messages Automatically" on page 135.

Tip	*You can buy an extra battery as a spare for long airplane trips or periods of heavy use. To purchase batteries that are compatible with your smart device, go to palm.com/us/support/centro/centro_sprint or sprint.com.*

Setting Up Service

In This Section

- Making Your First Call
- Setting Up Your Voicemail
- Creating Sprint Account Passwords

Setting up service on your new Palm Centro™ smart device is quick and easy. This section walks you through the necessary steps to unlock your device, set up your voicemail, establish passwords, and contact Sprint for assistance with your Sprint service.

Activating Your Device's Phone

There are three primary scenarios for activating your new Centro device:

If you purchased your device at a Sprint Store, it should be activated and ready to use.

If you received your device ***in the mail and it is for a new Sprint account or a new line of service,*** you need to take these steps to activate it:

1. Turn on the phone feature. (Press ***Power/End*** and, if prompted, press ***Center*** on the ***5-way*** to turn off ***Keyguard***. Next, press and hold ***Power/End***.)

Note	*Upon turning on the phone, you may see a prompt asking if you want to provision now or later. Select* **Now** *and follow the onscreen instructions to activate your device. Skip the rest of this procedure.*

2. Press ***Applications***. Use the ***5-way*** to highlight the ***Web*** application, and then press ***Center***. (There is no charge for this service during activation.)
3. Follow any onscreen instructions to complete activation. A message appears when the process is complete.
4. Wait for the device to turn off and then back on. If this does not occur, press and hold ***Power/End*** to turn it off, and then press and hold ***Power/End*** to turn it back on.
5. To confirm activation, make a phone call.

If you received your device in the mail and you want to use it for a number that's already on your account, pick one of the following activation options:

- Open your computer's Web browser and go to www.sprint.com/activate. Follow the onscreen instructions. When you have finished, complete steps 1-5 above.
- From another phone, call Sprint Customer Service at 1-888-211-4727.

If you need help with activation, then from another phone, call Sprint Customer Service at 1-888-211-4727.

Unlocking Your Device

1. If the screen is off, press and release ***Power/End*** to wake up the screen.
2. Press ***Center*** on the ***5-way*** to turn off ***Keyguard*** (see "Moving Around the Device Screen" on page 46 for information on the ***5-way***).
3. Enter your four-digit lock code. (For security purposes, the code is not visible as you type.)

Note	*If you can't recall your lock code, try using the last four digits of either your Social Security number or your wireless phone number, or try 0000. If that doesn't work, call Sprint Customer Service at 1-888-211-4727. See "Where to Learn More" on page 325 for other ways to get help from Sprint if you are having trouble with your service.*

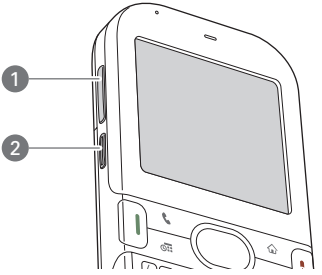
Making a Call

1. Press ***Phone***.
2. Press ***Center*** on the ***5-way*** to turn off ***Keyguard*** (see "Locking Your Keyboard (Keyguard)" on page 282 for information on ***Keyguard***).
3. Tap the onscreen ***Dial Pad*** or press the number keys on the keyboard to enter the number you want to call.
4. Press ***Talk*** to dial.
5. After you finish the call, press ***Power/End*** to end the call.

Adjusting Call Volume

While a call is in progress, press the ***Volume*** button on the side of your device to adjust the call volume.

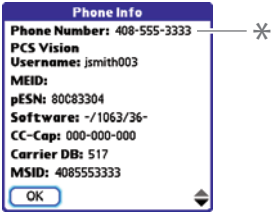
- To increase the volume, press the upper half of the ***Volume*** button.
- To decrease the volume, press the lower half of the ***Volume*** button.



1 Volume Button
2 Side Button

What's My Phone Number?

1. Make sure your phone is on (see "Turning Your Device's Phone On and Off" on page 61 for information).



* Look Here for Your Phone Number

2. Press *Phone* [ ].
3. Press *Menu* [ ].
4. Select *Options*, and then select *Phone* Info.

Setting Up Your Voicemail

All unanswered calls to your device's phone are automatically transferred to your voicemail, even if your phone is in use or turned off.

To set up your voicemail:

1. Press ***Phone*** [ ].
2. Press and hold ***1*** or tap the Voicemail favorite on the Phone screen.
3. Follow the system prompts to do the following:
   - Create your password.
   - Record your name announcement.
   - Record your greeting.
   - Choose whether or not to activate Skip Pass Code (a feature that lets you access your voicemail simply by pressing and holding ***1***, bypassing the need for you to enter your password). If you do not activate Skip Pass Code, your device uses the Voicemail Pass Code feature, which requires you to enter your password each time you want to access your voicemail.

Note	*If you are concerned about unauthorized access to your voicemail account, we recommend that you use the Voicemail Pass Code.*

For more information about using your voicemail, see "Using Voicemail" on page 68.

Creating Sprint Account Passwords

As a Sprint customer, you enjoy unlimited access to your personal account information, your voicemail account, and your Sprint Power Vision account. To ensure that no one else has access to your information, you need to create passwords to protect your privacy.

Account Username and Password

If you are the account owner, create an account username and password to use to sign on to *sprint.com* and to use when calling Sprint Customer Service. To create your username and password, visit *sprint.com*, click ***Need to register for access?***, and follow the online instructions. If you are not the account owner (if someone else pays for your Sprint service), you can also get a subaccount password at *sprint.com*.

Voicemail Password

Create your voicemail password when you set up your voicemail. See “Setting Up Your Voicemail” on page 31.

Sprint Power Vision Password

With your Centro device, you may elect to set up a Sprint Power Vision password. This optional password can be used to authorize the purchase of Premium Services content and to protect personal information on multi-phone accounts.

To learn more or to change your passwords, sign on to *sprint.com* or call Sprint Customer Service at 1-888-211-4727.

Synchronizing Information

In This Section

- Why Connect My Device to My Computer?
- Upgrading From Another Palm OS® by ACCESS Device
- Installing the Desktop Synchronization Software
- Connecting Your Palm Centro™ Smart Device to Your Computer
- Synchronizing Information—The Basics

Why Connect My Device to My Computer?

You need to install the desktop software and connect the sync cable so that you can synchronize the information on your computer with the information on your device. You can use either Palm® Desktop software (included) or Microsoft Outlook for Windows (sold separately) as your synchronization software.

Synchronization means that information that has been entered or updated in one place—your Palm Centro™ smart device, your computer, or your corporate server—is automatically updated in the other. There's no need to enter the information twice. We strongly recommend that you synchronize your device and your computer frequently to keep your information up-to-date (and backed up) in both locations.

System Requirements

Windows computers

- Windows XP Service Pack 2, Windows XP Media Center Edition, or Windows Vista (32-bit version only).
- 32MB of available memory (RAM).
- 170MB of free hard disk space.
- CD drive
- Available USB port.

Mac computers

- Mac OS X version 10.3 or later.
- 128MB of total memory (RAM).
- 190MB of free hard disk space.
- CD drive
- Available USB port.

Upgrading From Another Palm OS® by ACCESS Device

Note	*If you are setting up your first Palm OS® by ACCESS device, skip ahead to "Connecting Your Palm Centro™ Smart Device to Your Computer" on page 38.*

You can transfer all compatible applications and information from your previous Palm OS device to your new Palm Centro™ smart device. This includes your calendar events, contacts, memos, and tasks, as well as your application settings and any compatible third-party applications and files.

When you install Palm Desktop software, some third-party applications may be quarantined because they are not compatible with the Palm OS software version 5.4.9 on your new Centro device. Quarantined files are not installed on your device, nor are they deleted; these files are placed in a new folder on your computer: C:\Program Files\Palm\<device name>\PalmOS5 Incompatible Apps. (On some systems, *Palm* may be replaced with *palmOne* or *Handspring*.)

Note	*Some third-party utilities allow you to back up your old device's information onto an expansion card and then transfer the information to your Centro device. We do not recommend this method, because any incompatible applications are also transferred.*

1. Synchronize your *old* device with your *old* desktop software to back up your information one last time.
2. Connect your *new* smart device to your computer (see "Connecting Your Palm Centro™ Smart Device to Your Computer" on page 38).

3. Install the *new* desktop synchronization software from the Palm Software Installation CD (see “Installing the Desktop Synchronization Software” on page 37).

Important	*Do not synchronize your new Centro smart device with any previous versions of Palm Desktop software.*

4. During the installation process, synchronize your *new* Centro device with your *new* desktop synchronization software as instructed. When prompted, do the following:
   - Connect your *new* device to your computer (see “Connecting Your Palm Centro™ Smart Device to Your Computer” on page 38).
   - Indicate whether you want to sync all applications or only PIM (personal information management) applications.
   - Select a device name for your *new* device; be sure to select the same name that you used for your *old* device. (This is the name that appears in the User list in Palm Desktop software.)
5. (***Mac users only***) If you have pictures on your *old* device, copy them from your *old* device to an expansion card or beam them to your *new* Centro device.
6. If you plan to continue using your *old* device, perform a hard reset to remove its associated device name. (See the documentation that came with your *old* device for instructions on performing a hard reset.) Each device you synchronize with your computer must have a unique name. The next time you synchronize your *old* device with your computer, be sure to assign it a new name.

   If any third-party applications are quarantined during the installation, do not manually install any of the quarantined files. Contact the third-party developer for software updates and information about compatibility with your *new* device.

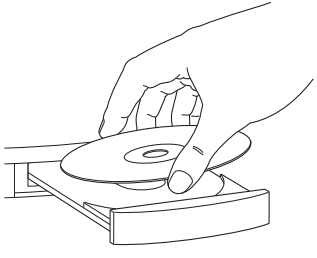
Installing the Desktop Synchronization Software

Even if you already own a Palm OS® by ACCESS device and have installed a previous version of the desktop software, you *must* install the software from the Palm Software Installation CD that comes with your Centro smart device by Palm.

Note	*If you are installing the software on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.*

Installing the Desktop Software on a Windows or Mac Computer

1. Close any applications that are currently running on your computer, including those that are minimized. Your computer must have all its resources available to install the software.
2. Insert the Palm Software Installation CD into the CD drive on your computer.



3. If you are installing the software on a Mac, double-click the ***CD*** icon on the desktop, and then double-click the ***PalmSoftware.pkg*** icon.

4. When the installation wizard opens, follow the onscreen instructions. Please note these important points about the installation process:
   - (Windows only) You can choose which desktop software you want to use for synchronization: Palm Desktop software or Microsoft Outlook. (Microsoft Outlook desktop software sold separately. Microsoft Outlook synchronization conduit included.)

Note	*If you use Microsoft Outlook as your desktop email application, select Microsoft Outlook as your desktop synchronization software. If you select Microsoft Outlook, Palm Desktop software is still installed on your computer. When you enter information on your computer, be sure to enter your information in Microsoft Outlook, not in Palm Desktop software.*

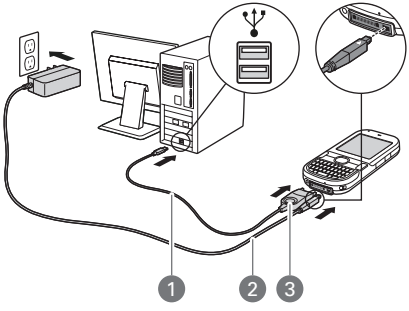
- When the install process prompts you to connect your device to your computer, go to "Connecting Your Palm Centro™ Smart Device to Your Computer" on page 38.

Tip	*If you want to sync information with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party sync software. This sync software is sometimes called a* conduit.

Connecting Your Palm Centro™ Smart Device to Your Computer

1. Plug the AC charger into a wall outlet.
2. Plug the USB sync cable into an available USB port or a powered USB hub on your computer.

3. With the sync button facing up, connect the sync cable to the bottom of your device. Do not press the sync button until you are instructed to do so.
4. Connect the charger cable to the charger jack.



1 Sync Cable
2 Charger Cable
3 Sync Button

You are now ready to synchronize. Go to “Synchronizing Information—The Basics” below.

Synchronizing Information—The Basics

Synchronizing means that information that has been entered or updated in one place—your device, your computer, or your corporate server—is automatically updated in the other. We strongly recommend that you synchronize your Centro device with your computer or

corporate server frequently to keep your information up-to-date (and backed up) in both locations.

Important	*To sync your information, you must install the software from the Palm Software Installation CD that came with your Centro smart device by Palm—even if you sync with Outlook or another third-party application. See "Installing the Desktop Synchronization Software" on page 37 for instructions.*

Information from all the following applications is updated by default each time you synchronize your device with your desktop software:

How each application syncs depends on your computer type and the desktop software you are using, as follows:

Computer	*Desktop*	*What Syncs and Where*
Windows	Outlook	• Calendar, Contacts, Memos, and Tasks sync with Outlook. • Pics&Videos syncs with Palm Desktop software.
Windows	Palm Desktop software	All applications sync with Palm Desktop.
Mac	Palm Desktop software	All applications sync with Palm Desktop.

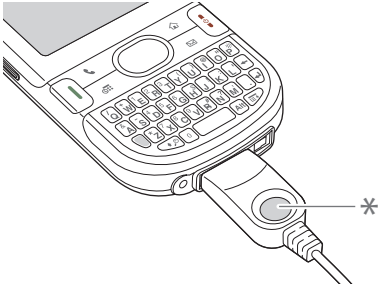
Tip	*You can download a trial version of Microsoft Outlook and learn about discount offers by visiting palm.com/us/support/centro/centro_sprint.*

Tip	*For information on locating your pictures and videos on your computer, see "Viewing Pictures and Videos on Your Computer" on page 194.*

1. Connect your Centro device to your computer as described in "Connecting Your Palm Centro™ Smart Device to Your Computer" on page 38.

Note	*If you're performing initial setup, your device should already be connected to your computer.*

2. Press the sync button on the sync cable.



* Sync Button

A message indicates that synchronization is in progress.

3. Wait for a message that indicates that the process is complete before you disconnect the sync cable.

Tip	*If you have any problems synchronizing, see "Synchronization" on page 303 for troubleshooting suggestions.*

If you're finishing your initial setup, you now have the option to install bonus software from *palm.com/us/support/centro/centro_sprint*. If you choose to install some of the bonus software, you need to sync again to install the software on your device. To install bonus software later, see "Installing Applications" on page 248.

Note	*For more synchronization options, including customizing which applications sync, see "Synchronizing Information—Advanced" on page 258.*

Getting to Know Your Palm Centro™ Smart Device

Sprint ahead

Moving Around on Your Smart Device

In This Section

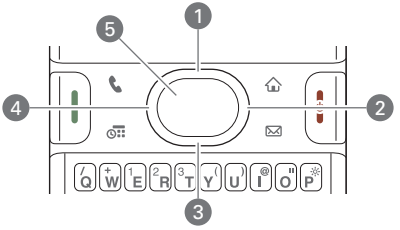
- Moving Around the Device Screen
- Using the Keyboard
- Opening Applications

Moving Around the Device Screen

To move around the screen on your Palm Centro™ smart device, you can use the ***5-way navigator*** for one-handed navigation, or you can tap items on the screen with the stylus. With use, you can find your own favorite way to scroll, highlight, and select menu items.

Note	*Some third-party applications may not work with the 5-way, and you must use the stylus instead. In this guide, arrow icons are used to indicate directions on the 5-way. These arrows are different from any onscreen scroll arrows or pick-list arrows.*

The ***5-way*** includes ***Right***, ***Left***, ***Up***, ***Down***, and ***Center*** buttons.



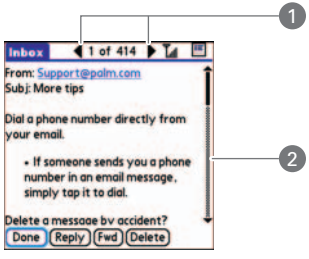
1 Up
2 Right
3 Down
4 Left
5 Center

Scrolling Through Screens

As on a computer, you scroll on the Centro device to move from field to field or page to page, or in some cases to highlight an item or option in a list.

The behavior of the ***5-way*** for list screens and entry screens varies by application. Here are some general scrolling tips that apply to most applications:

- Press ***Right***, ***Left***, ***Up***, and ***Down*** on the ***5-way*** to move to the next field, button, or action in that direction.
- In list screens, press and hold ***Up*** or ***Down*** to scroll one screen at a time.
- Press ***Option*** and ***Up*** or ***Down*** to scroll to the next page of information within the current record (see "Using the Keyboard" on page 51).



1 Scroll Arrows
2 Scroll Bar

- When inside a text field, press ***Right*** or ***Left*** to scroll to the next character or word, and press ***Up*** or ***Down*** to scroll between lines.

  You can also scroll using the stylus. Tap an onscreen scroll arrow, or drag the slider of an onscreen scroll bar.

Highlighting and Selecting Items

On most screens, one item—a button, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use the ***5-way*** to move the highlight from one item to another before opening or selecting it.

The highlight can take one of two forms, depending on what is highlighted:

- ***Border glow:*** When an onscreen button (***OK***, ***Cancel***, etc.) or pick list is highlighted, the button acquires a glow around its border.
- ***Colored background:*** When a phone number, text, an email address, or a Web link is highlighted, the item appears as white text against a colored background.

After highlighting an item, you can select or activate it by pressing ***Center*** ◯ or by tapping the item with the stylus.

Highlighting Text

You can use the stylus to highlight text on the screen.

- Tap and drag the stylus across the text you want to highlight.
- To highlight a word, double-tap it.
- To highlight a paragraph, triple-tap it.

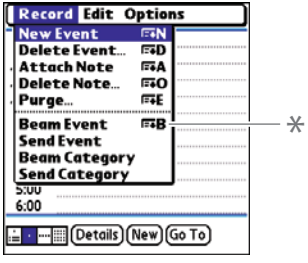
Accessing Command Buttons

In most applications, command buttons such as ***New***, ***OK***, and ***Details*** appear at the bottom of the screen. In many cases, you can jump directly to these buttons instead of scrolling to them. The ***5-way*** ◯ controls vary according to the application, but here are some general rules that apply to most applications:

- From a list screen, such as the ***Contacts*** list or ***Memos*** list, press ***Right*** ▶ or ***Down*** ▼ to jump to the first button.
- From a screen where you create or edit entries, such as ***Edit Contacts***, press ***Center*** ◯ to jump to the first button.
- From a dialog box, such as ***Edit Categories***, press ***Up*** ▲, ***Down*** ▼, ***Right*** ▶, or ***Left*** ◀ to scroll to the buttons.

Selecting Menu Items

Many applications have menus to provide access to additional features. These menus are usually hidden from view, but they appear when you press ***Menu*** . To get the most out of your device, it's a good idea to familiarize yourself with the additional features available through the various application menus.



* Menu Shortcut

1. Press ***Menu*** to open an application's menus.
2. Press ***Right*** ▶ and ***Left*** ◀ to switch between menus.
3. Press ***Up*** ▲ and ***Down*** ▼ to highlight a menu item.
4. Press ***Center*** to select the menu item, or press ***Menu*** to close the menus and cancel your selection.

Tip	*Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press* Menu *plus the shortcut letter. You don't have to see the menu item to use the menu shortcut. For example, when you're in Calendar, you can press* Menu + N *to create a new event.*

Selecting Options in a Pick List

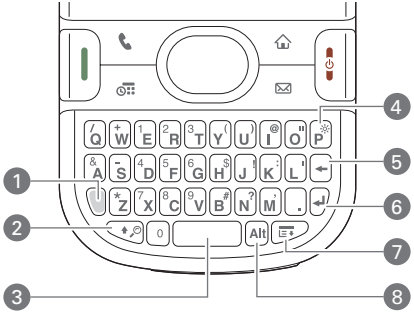
A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow. Pick lists are different from the application menus previously described. The application menus give you access to additional features, and pick lists enable you to select the contents for a particular field.

You can select an option from a pick list with the ***5-way*** or the stylus:

- Use the ***5-way*** to highlight the pick list, and then press ***Center*** to display the items in the list. Press ***Up*** ▲ and ***Down*** ▼ to highlight the item you want, and then press ***Center*** to select the highlighted item. To exit the pick list without making a selection, press ***Left*** ◀ or ***Right*** ▶.
- Use your stylus to tap the pick list, and then tap the item you want from the list. To exit the pick list without making a selection, tap outside the list.

Using the Keyboard

When using the keyboard, most people find it easiest to hold the device with two hands and use the tips of both thumbs to press the keys.



1 Option
2 Shift/Find
3 Space
4 Backlight
5 Backspace
6 Return
7 Menu
8 Alt

The ***Backspace***, ***Return***, ***Space***, and ***Shift*** keys, as well as the letter keys, work in the same way as do those found on any computer keyboard. In addition, your device offers several special function keys.

Key	*Function*
Option	When pressed in conjunction with a second key, gives that key an alternate function. For example: • ***Option*** + ***<any lettered key>*** enters the symbol or number displayed at the top of the key. • ***Option*** + ***<any quick button>*** opens a secondary application (see “Using the Quick Buttons” on page 57). • ***Option*** + ***Shift/Find*** opens the ***Find*** feature (see “Using Find” on page 248). • ***Option + Menu*** dims the device screen.
Alt	When pressed in conjunction with a second key, displays a variety of alternate characters that can be entered using that key. See “Entering Other Symbols and Accented Characters” on page 54 for details.
Menu	Opens application menus. See “Selecting Menu Items” on page 49 for details.

Tip	*The Centro smart device by Palm includes a keyboard backlight that turns on and off when the screen turns on or off. Press Option + P to adjust screen and keyboard backlight brightness. You can also set the backlight to dim or turn off when an active call lasts longer than a specified period of time. See “Optimizing Power Settings” on page 281 to adjust the automatic shut-off and dimming intervals.*

Entering Lowercase and Uppercase Letters

- To enter lowercase letters, press the desired keys.
- To enter an uppercase letter, press ***Shift/Find*** , and then press a letter key. You don't need to press and hold ***Shift/Find*** while entering uppercase letters. When Shift is active, an up arrow appears in the lower-right corner of the screen.
- To turn Caps Lock on, press ***Shift/Find*** twice. To turn it off, press ***Shift/Find*** once. When Caps Lock is on, an underlined up arrow appears in the lower-right corner of the screen.

Entering Numbers, Punctuation, and Symbols

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

1 Symbol
2 Letter

- Press ***Option*** , and then press the key with the desired character shown above the letter. You don't need to press and hold ***Option*** while pressing the second key. When Option is active, the symbol appears in the lower-right corner of the screen.
- To turn Option Lock on, press ***Option*** twice. To turn it off, press ***Option*** once. When Option Lock is on, the symbol appears in the lower-right corner of the screen.

Tip	*Some application views automatically default to Option Lock, such as the Dial Pad view of the Phone application, or the Calculator. In this case, you do not need to press Option to enter numbers.*

Entering Other Symbols and Accented Characters

Symbols and accented characters that do not appear on the keyboard are sometimes called alternate characters because you use the Alt (Alt) key to enter them.

1. Enter the character that corresponds to the symbol or accented character you want. (See the table on the next page.)
2. Press ***Alt*** (Alt).
3. Press ***Up*** ▲, ***Down*** ▼, ***Right*** ▶, or ***Left*** ◀ to highlight the desired character.
4. Press ***Center*** ◯ to insert the character.

Tip	*To see a list of additional alternate characters, position the cursor at the beginning of the line or after a space, and then press Alt. The alternate characters are grouped by their similarity to the base key. For example, the alternate characters available for the e key are é, è, ë, and ê.*

Symbols and Accented Characters

Press …	*Then press (Alt) to select …*
a	á à ä â ã å æ
A	Á À Ä Â Ã Å Æ
b or B	ß
c	ç ¢ ©
C	Ç ¢ ©
e	è é ë ê
E	È É Ë Ê
i	ì í ï î
I	Ì Í Ï Î

Press …	*Then press Alt to select …*
l or L	£
n	ñ
N	Ñ
o	ò ó ö ô œ õ
O	Ò Ó Ö Ô Œ Õ
p or P	¶
r or R	®
s	ß š ℓ
S	ß Š ℓ §
t or T	™
u	ú ù ü û
U	Ù Ú Ü Û
x or X	× ¤
y	ý ÿ
Y	Ý Ÿ

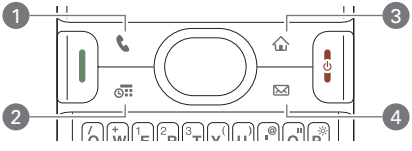
Press …	*Then press* Alt *to select …*
0 1 (*Option* + E) 2 (*Option* + R) 3 (*Option* + T) 4 (*Option* + D) 5 (*Option* + F) 6 (*Option* + G) 7 (*Option* + X) 8 (*Option* + C) 9 (*Option* + V) . , (*Option* + M) ‘ (*Option* + L) “ (*Option* + O) @ (*Option* + I) + (*Option* + W) - (*Option* + S) * (*Option* + Z) / (*Option* + Q) # (*Option* + B) ((*Option* + Y)) (*Option* + U)	; _ • \ % = ° ÷ € £ ¥ ¢ [ ] { } < > « » © ® ™ ^ Ø | ⁄
! (*Option* + J)	¡
? (*Option* + N)	¿
: (*Option* + K)	; :-) :-(;-)
$ (*Option* + H)	€ £ ¥ ¢

Opening Applications

When you open an application using either a quick button or ***Applications*** view, you automatically close the application you were previously using.

Using the Quick Buttons

The front of the Centro device has three buttons that you can use to open applications. The fourth button opens ***Applications*** view, which allows you to open all the applications on your device (see “Using Applications View” on page 58).



1 Phone
2 Calendar
3 Applications
4 Messaging

Each of the three application quick buttons can be used to open two applications. To open a button’s primary application—as indicated by the graphic on the button—simply press the button. To open a button’s secondary application, press ***Option*** , and then press the quick button.

Note	*Pressing any of the quick buttons or the Applications button automatically wakes up your device screen. See “Waking Up the Screen” on page 60.*

Button	Primary Application	Secondary Application
	Phone	+ Web
	Calendar	+ World Clock
	Messaging	+ Email

Tip *You can also customize the buttons. See "Customizing Device Buttons" on page 278 for details.*

Using Applications View

You can access all available applications through ***Applications*** view.

1. Press ***Applications***.
2. Use the ***5-way*** to highlight the application you want to open.
3. Press ***Center*** to open the selected application.

In ***Applications*** view, you can also do any of the following:

- Press ***Applications*** repeatedly to cycle through various categories of applications. See "Changing the Applications Settings" on page 276 for more information on categories.
- Enter the first few letters of the application's name to highlight it. For example, if you enter "p," it highlights ***Phone***; if you then enter "r," it highlights ***Prefs***. If you pause and then enter "r," it highlights the first application that starts with "r."

Tip *You can also press and hold* Applications *from any screen on your device to select from a list of your most recently used applications.*

Using Your Device's Phone Features

In This Section

- Turning Your Device On and Off
- Opening the Phone Application
- Making Calls
- Receiving Calls
- Using Voicemail
- What Can I Do When I'm On a Call?
- Defining Favorite Buttons
- Using a Phone Headset
- Customizing Phone Settings
- Controlling Your Roaming Experience
- Checking Signal Strength and Phone Status

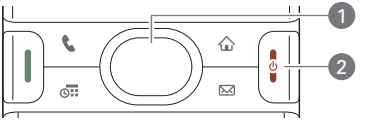
Note	*Throughout this guide the term device is used to describe your Palm Centro™ smart device and its physical attributes. The term* phone *is used to describe the feature of your smart device that enables you to connect to the Sprint National Network.*

You can turn on your device screen and your phone independently. For example, the device screen can be off while the phone is on, or the device screen can be on while the phone is off. You can also have both the device screen and the phone turned on or off at the same time.

Waking Up the Screen

When your device screen is off, you need to wake up the screen.

1. Press and release ***Power/End*** to wake up the screen.



1 Center
2 Power/End

2. Press ***Center*** to turn off ***Keyguard***. For more information about turning ***Keyguard*** on and off, see “Locking Your Keyboard (Keyguard)” on page 282.
3. Press and release ***Power/End*** to turn off the screen.

Note	*You can also press any of the application quick buttons on the front of your device to wake up the screen and to go directly to the application associated with that button.*

Turning Your Device's Phone On and Off

When your phone is on, it is connected to the Sprint National Network (provided you are in a coverage area), so that you can make and receive phone calls and use wireless services, such as email, messaging, and the Web browser. During initial setup, your phone is on by default, so you can use wireless services right away.

If you turn off your phone, you can still use the organizer features such as Contacts and Calendar, as well as the media features such as the Pocket Tunes™ music application and Pics&Videos. This is sometimes referred to as *flight mode* and is ideal for using your device on airplanes and for maximizing battery life.

1. Wake up the screen.
2. Press and hold ***Power/End*** . (You hear a series of ascending tones and see a "Welcome" screen. When your device locates a signal, "Sprint" and the signal-strength icon appear at the top of the ***Phone*** application screen, indicating that you can use the phone and Internet features, if they are supported by the local network.)
3. Press and hold ***Power/End*** again to turn off your phone. (You hear a series of descending tones and see a "Powering off" screen. When your phone is off, "Phone Off" appears at the top of the ***Phone*** application screen. You can still use the nonwireless features of your device, such as Contacts, Calendar, Tasks, and Memos.)

Opening the Phone Application

- Press ***Phone*** [ ] to open the ***Main*** view of the ***Phone*** application.

1 Status Icons
2 Dial Pad
3 Favorite Buttons

Making Calls

Your Palm Centro™ smart device offers several options for making phone calls. As you become familiar with your device, you'll discover which method you prefer.

Dialing Using the Onscreen Dial Pad

1. Press ***Phone*** [ ].
2. Enter the phone numbers by tapping the onscreen ***Dial Pad*** with the stylus.
3. Tap ***Dial***, press ***Talk*** [ ], or press ***Center*** ( ) to dial.

Note	*If you changed the wallpaper in the Main view of the Phone application (see "Customizing the Main View in the Phone Application" on page 86), you can still access the Dial Pad. From the Main view of the Phone application, press Talk and then select Dial Pad.*

Tip	*You can paste numbers directly into Main view. Copy a number from another application, and then press Phone to switch to Main view. Open the Edit menu, and then select Paste. Press Talk to dial.*

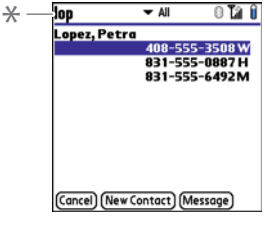
Dialing From the Keyboard

1. Press ***Phone*** [ ].
2. Press the numbered keys to enter the phone number. (You don't need to press ***Option*** .)
3. Press ***Talk*** [ ] to dial.

Dialing by Contact Name

Before you can dial a call by contact name, you must create some contacts (see "Adding a Contact" on page 216), or import them by synchronizing (see "Synchronizing Information—The Basics" on page 39).

1. Press ***Phone*** [ ].



* Characters You Enter Appear Here

2. Select the ***Contacts*** favorite button.
3. Using the keyboard, start entering one of the following for the contact you want to call:
   - First name (JOH for John).
   - Last name (SMI for Smith).
   - First initial and last name (JSM for John Smith).

   For example, entering SM might display Smilla Anderson, John Smith, and Sally Martin. Entering JSM finds only John Smith.
4. Select the *number* you want to call, and press ***Talk*** to dial.

Tip	*To see more information for a contact, highlight the name and press Center on the 5-way. To restart your search, press Backspace to delete letters you've entered, or select Cancel to return to Main view.*

Dialing With a Speed-Dial Favorite Button

You can create your own speed-dial favorites. See "Creating a Speed-Dial Favorite Button" on page 79.

1. Press ***Phone***.
2. Press ***Down*** to access your favorite buttons.
3. Use the ***5-way*** to highlight the desired speed-dial favorite button. (Speed-dial favorite buttons are indicated by the icon.)
4. Press ***Center*** or tap the speed-dial favorite button to dial the number associated with the selected button.

Tip	*Tap the numbers on the bottom of the screen to go to more pages of favorite buttons. You can also press Right or Down on the 5-way to move through favorites. If the highlighted favorite was added from Contacts, press Space to view all numbers associated with that contact.*

Dialing From a Web Page or Message

Your device recognizes most phone numbers that appear on Web pages or in text, email, or Sprint Picture Mail[SM] messages. If you can't use the ***5-way*** or stylus to highlight and dial a phone number on a Web page or in a message, it means that your device doesn't recognize the number as a phone number.

Inbox
48 of 414
Subj: Contact number if you have issues
I'm leaving the office early today. You may call me on my cel if you have any issues before the close of
Dial Number
650-555-3333
Dial
Message
Cancel

1. Select the phone number on the Web page or in the message.
2. Press ***Center*** to open the ***Dial Number*** dialog box.
3. Select ***Dial*** to dial the number.

Redialing a Recently Called Number

- From the ***Main*** view in the ***Phone*** application, press and hold ***Talk*** to dial the last number you called.

  –or–

  To select from your most recently dialed numbers, from the ***Main*** view in the ***Phone*** application, press ***Talk*** to open the ***Redial*** list, select the number you want to call, and then press ***Talk*** again to dial.

  –or–

  To select from a chronological list of calls, select the ***Call Log*** favorite button. You can also access the ***Call Log*** from the ***Main*** view in the ***Phone*** application by pressing ***Talk*** and selecting ***Call Log*** from the ***Redial*** list.

Receiving Calls

To receive calls, your device's phone must be on. This is different from having only the screen turned on (see "Turning Your Device's Phone On and Off" on page 61). When your phone is off, your calls go to voicemail.

Answering Calls

- Press ***Talk*** .
  –or–
  Using the ***5-way*** , select the onscreen ***Answer*** button.
  –or–
  If the headset is attached, press the headset button.

Tip	*To prevent calls from accidentally being answered while the device is in a pocket or briefcase, you can disable the screen's touch-sensitive feature when an incoming call arrives (see "Locking Your Screen" on page 283).*

Sending Calls to Voicemail

- Press ***Power/End*** .

  –or–

  Using the ***5-way*** , select the onscreen ***Ignore*** button.

  –or–

  Using the ***5-way*** , select the onscreen ***Ignore with Text*** button. This option sends the call to voicemail and opens a text message addressed to the caller.

Tip	*Do not press Power/End to ignore a call-waiting alert; this hangs up your current call (the call-waiting alert then changes to an incoming call alert). Use the 5-way method instead.*

Silencing the Ring of an Incoming Call

- Press any key on your device except ***Talk*** , ***Power/End*** , or ***Center*** .

  –or–

  To immediately silence all system sounds including the ringer, slide the ***Ringer*** switch to ***Sound Off*** (see “Silencing Sounds” on page 272).

If music is playing and a call arrives, the phone rings softly and the music automatically pauses. The music resumes if you ignore the call or, if you answer the call, the music resumes when you hang up.

Using Voicemail

Setting Up Your Voicemail

Your voicemail number is preset when you activate your device. The first time you call voicemail, you are prompted to enter your voicemail password. If necessary, please contact Sprint for your password and enter it as prompted.

1. Make sure your phone is turned on (see "Turning Your Device's Phone On and Off" on page 61).
2. Press ***Phone*** [ ].
3. Select the ***Voicemail*** favorite button to dial the automated voicemail system.
4. Follow the voice prompts to set up your voicemail.

Tip	*You can also press and hold 1 to dial voicemail from the Main view of the Phone application, Dial Pad, or Favorites.*

Voicemail Notification

When you have a new voicemail message, you are notified with an ***Alert*** screen. To respond to the ***Alert*** screen, select ***OK*** to dismiss the alert or select ***Listen*** to play the message. When you have messages that you have not listened to, the ***Voicemail*** icon also appears in the title bar at the top of the ***Main*** view in the ***Phone*** application.

Retrieving Your Voicemail Messages

1. Press ***Phone*** [ ].
2. Press and hold ***1*** to dial the voicemail system, or select the ***Voicemail*** favorite button.
3. Enter your voicemail password by using the keyboard, or select ***Extra Digits*** if you defined this option (see "Defining Favorite Buttons" on page 78 for details on defining extra digits). Remember that you do not need to press ***Option*** to enter numbers, an asterisk (*), or a pound sign (#) during a call.

Tip	*If the Voicemail icon appears in the title bar of the Main view of the Phone application, you can select this icon to retrieve your voicemail.*

Accessing Your Voicemail From Another Phone

1. Dial your wireless phone number.
2. Press ***** when your voicemail answers.
3. Enter your password, and then press **#**.

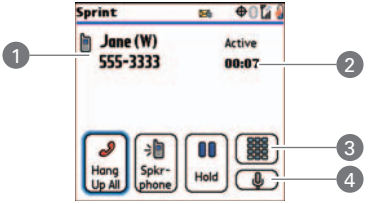
Displaying Numeric Pages

If an incoming call goes to voicemail, the caller can choose to enter their phone number as a numeric page instead of leaving a voicemail message. When someone pages you, the page is displayed on the ***Alert*** screen. If there is just one alert, the page icon is a phone with a bubble on it. If there are multiple alerts, the messaging icon appears instead.

1. From the ***Alert*** screen, highlight an item with an alert icon.
2. Select ***Go To*** to view the page in the Messaging application. The page displays the caller's phone number.

What Can I Do When I'm On a Call?

When you make or receive a call, ***Active Call*** view appears. Use the ***5-way*** to access the onscreen buttons in this view.



1 Caller's Name and Number
2 Current Duration of Call
3 Dial Pad
4 Mute

The onscreen buttons in ***Active Call*** view perform the following functions:

Ends the call immediately. You can also press the headset button (if the headset is attached).

Turns on the speakerphone. When the speakerphone is on, you can take the device away from your ear and use other features during a call. For example, you can check your calendar or look up contact information.

Turns off the speakerphone when it is on.

Replaces the ***Spkr-phone*** button when a Bluetooth® hands-free device such as a headset or car kit is attached. Select this button to transfer the call from the Bluetooth hands-free device to the built-in earpiece.

Places the current call on hold.

Enables you to place another call while the first call is on hold. For information on handling a second outgoing call, see “Making a Second Call” on page 74.

Opens the ***Dial Pad*** so you can manually dial additional numbers, such as an extension or a response to a voice prompt.

Dials any extra digits (such as a password or an extension) that you assigned to a favorite button. This button replaces the ***Dial Pad*** button during outgoing calls to numbers that include predefined extra digits. See “Defining Favorite Buttons” on page 78 for information on defining extra digits.

Mutes the microphone so that you cannot be heard.

Tip	*To avoid accidentally pressing onscreen buttons while holding the device to your ear, you can disable the screen’s touch-sensitive feature during your calls (see “Locking Your Screen” on page 283).*

Ending a Call

Do one of the following to end a call:

- Press ***Power/End*** .
- Select ***Hang Up All***.
- Press the button on the headset (if the headset is attached).

Tip	*When a call lasts longer than two minutes, the screen dims or turns off (see "Optimizing Power Settings" on page 281). Press any key except Power/End to wake up the screen, and then press Power/End to hang up the call. Be careful not to accidentally press Power/End to wake up the screen, because this ends the call.*

Switching Applications During a Call

You can use many other applications on your device, including the organizer and text messaging features, while holding a phone conversation. You cannot, however, make a data connection while on a call. This means that you cannot browse the Web or send and receive email or Picture Mail messages while on a call.

1. Do one of the following:
   - Select ***Hold***.
   - Select ***Spkr-phone*** to continue the conversation while you view the other application.
   - Connect a headset (see "Using a Phone Headset" on page 81).
2. Press ***Applications*** .
3. Select the icon for the application you want to open.

4. Complete the task in the application.
5. Press *Phone* [ ] to return to *Active Call* view.

Tip	*If you'd like to continue talking while viewing another application, select* Spkr-phone *before you switch to the other application. If you're using a headset, you can skip this step.*

Saving Phone Numbers

After you complete an outgoing call to a number that is not in your *Contacts* list, you are prompted to add the number to your *Contacts* list. You are also prompted to add new numbers from incoming calls with caller ID.

- To create a new contact entry for this number, select *Create a New Contact*, and enter the contact's information.
- To add this number to an existing contact entry, select *Add to a Contact*, and then select the contact. The number is pasted into the first available phone number field for that contact.
- To decline adding this number, select *Cancel*.
- To disable the *Add New Number* prompt, check the *Don't ask me this again* box.

Tip	*You can reenable the Add New Number prompt if you've disabled it. In the Phone application, press Menu and select Phone Preferences. Check the Ask to add unknown phone numbers after calls box.*

If you don't add a number right away, follow these steps to add it later:

1. In the *Call Log* (see "Redialing a Recently Called Number" on page 65), highlight the number you want to save.
2. Press *Menu* [ ].
3. Select *Add Contact*.

4. Enter the information for the entry.
5. Select ***Done***.

Making a Second Call

You can make a second call while your first call is still active.

1. Dial the first number and wait until the person answers.
2. Use the ***5-way*** to select ***Hold***.
3. Use the ***5-way*** to select ***Add Call***.
4. Dial the second number using any of the methods described in "Making Calls" on page 62.
5. When the ***Dial another call?*** prompt appears, select ***Yes***.

Tip	*Active Call view now includes two status lines, each representing one of the calls. You can join the two calls in a conference call by selecting Conf, or finish the second call and return to the first call, but you cannot switch between the two calls.*

6. Press ***Power/End*** to end both calls. To return to the first call, wait for the second call to hang up.

Answering a Second Call (Call Waiting)

When you are on a call, you can receive a second call. When the second call comes in, you hear a call-waiting tone and the ***Call Waiting*** dialog box appears. You can do any of the following to handle the second call:

- To place the current call on hold and answer the new call, press ***Talk*** or use the ***5-way*** to select ***Answer***.
- To send the new call to voicemail, use the ***5-way*** to select ***Ignore***.
- To send the new call to voicemail and send the caller a text message, use the ***5-way*** to select ***Ignore with Text***.

- To hang up the current call and answer the new call, press ***Power/End*** . When the incoming call message reappears, select ***Answer*** or press ***Talk*** .

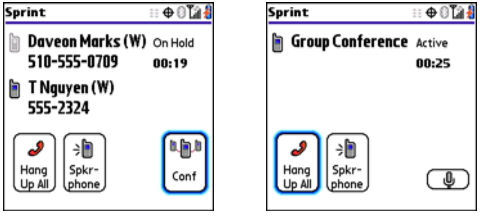
Tip	*Once you have answered a second call, to switch back and forth between the original call and the call you answered, use the 5-way to select Swap.*

Note	*When you answer a second call and then select Hang Up All, it ends both calls. In this situation, if the first caller has not yet hung up the phone, the Sprint National Network automatically redials your number from the first caller's number and you see an incoming call alert. You can answer to continue your call with the first caller.*

Making a Conference Call Using Three-Way Calling

You can join two calls in a conference session by using three-way calling. Normal airtime rates apply for each of the two calls.

1. When your first call is active, place a second call (see "Making a Second Call" on page 74). (You cannot initiate a three-way call if the second call is an incoming call.)
2. When you're connected to the second party, use the ***5-way*** to select ***Conf*** to begin your three-way call.



Note	*If one of the people you called hangs up, you and the remaining caller stay connected. The screen does not change to indicate that one of the callers has hung up. You cannot switch between callers, but you can still speak to the remaining caller. If you initiated the call and are the first to hang up, all three callers are disconnected.*

Tip	*You can also use Flash mode to connect to multiple callers. See "Using Flash Mode" on page 77.*

3. To end the three-way call, press ***Power/End*** or select ***Hang Up All***.

Call Forwarding

You can forward calls to another number. You can still make calls from your device while call forwarding is activated. There is an additional per-call charge for this service. When call forwarding is active, an icon appears in the title bar of the ***Phone*** application's ***Main*** view.

1. Press ***Phone***.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Phone Preferences***.
4. Select the ***Call forward*** pick list.
   - If the forwarding number appears in the pick list, select the number.
   - If the forwarding number does not appear in the pick list, select ***Edit numbers***, and then select ***New***. Enter a 10-digit forwarding number without spaces, and select ***OK***. Then select the number from the ***Call forward*** pick list.
5. Select ***OK***.

6. Call your Centro device to confirm that call forwarding is active.
7. To turn off call forwarding, select the ***Call forward*** pick list and select ***Off***.

Did you know?	*You can also turn call forwarding on by dialing* ****72*** *followed by the number where you want to forward your calls, and then press Talk. For example:* ****72*** *415-555-1234 and then press Talk. When you're ready to turn off call forwarding, enter* ****720*** *and then press Talk.*

Using Flash Mode

Flash mode provides an alternate way to manage your calls while one or more calls are active. For example, you can dial another call, swap between calls, or join two calls in a conference session with the press of a button while in ***Flash mode***.

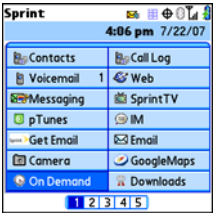
1. Press ***Talk*** from ***Active Call*** view.
2. If the ***Do you want to switch to Flash mode?*** prompt appears, select ***Yes***.
3. While in ***Flash mode***, do any of the following:
   - If you have one call in progress and you answer an incoming second call, press ***Talk*** to swap between the calls.
   - If you have one call in progress, to make an outgoing second call, dial the number using any of the methods described in "Making Calls" on page 62.
   - If you have one call in progress and you place an outgoing second call, press ***Talk*** after establishing a connection with the second party to set up a conference session using three-way calling.

- If you have two calls in conference, press ***Talk*** to hang up one of the calls; you can then dial another number and include the new caller in the conference session.

Note	*Pressing Talk during a conference call usually hangs up the second call. However, depending on your network connection, you may occasionally hang up the first call.*

4. To exit ***Flash mode*** and end all the calls, press ***Power/End***.

Defining Favorite Buttons



Your device provides 70 favorite buttons (69 programmable) for quick access to the following common tasks:

- Dialing a phone number (speed dial).
- Accessing your ***Call Log***.
- Accessing the onscreen ***Dial Pad***.
- Opening an application.
- Accessing a Web page.
- Addressing a text, email, or Picture Mail message.
- Accessing voicemail (preset on your device).

Sprint presets favorite buttons on your device so that you can easily access your device's wireless features. You can customize all favorite buttons except Voicemail—either delete and reassign existing favorite buttons or create new ones—to perform any of the supported tasks.

For each favorite button, you can also set up a ***Quick Key*** that gives you instant access to the phone number or corresponding screen. ***Quick Keys*** are optional and can be letters only,

except for the ***Voicemail Quick Key***, which is preprogrammed as ***1***. The letter equivalent for that key is ***E***, so you cannot assign ***E*** as a ***Quick Key*** to another favorite button.

Tip	*If you're upgrading from a previous Palm device, your favorites might be transferred along with your other information. However, you may need to rearrange the order in which your favorite buttons appear by pressing Menu, selecting Record, and then selecting Edit Favorites Pages.*

Creating a Speed-Dial Favorite Button

1. Press ***Phone*** [ ].
2. Use the ***5-way*** ◯ to select a blank favorite button.

Tip	*If there are no blank favorite buttons on the current Favorites page, press Right on the 5-way to scroll through the other pages. If you run out of blank favorite buttons, you can delete some existing favorites to make room for new ones (see "Editing or Deleting an Existing Favorite Button" on page 80).*

3. Enter a label for the favorite.
   - If the entry is for an existing contact, select ***Lookup***. Start entering the contact's last name, and then select the *number* you want for the contact when it appears in the lookup list.
   - If the entry is for a new contact, enter the ***Label***, press ***Down*** ▼, and enter the ***Number***.

4. (Optional) Enter a ***Quick Key***, a letter that you can press and hold from the ***Main***, ***Dial Pad***, or ***Favorites*** view of the ***Phone*** application, to dial this speed-dial number.
5. (Optional) Select ***More***, and then select advanced options:

- ***Extra Digits*** lets you define additional digits to dial, such as a password or extension. To enter a one-second pause, insert a comma between digits. To add a longer pause, enter more commas.
- ***Dial Extra Digits automatically*** dials predefined extra digits immediately after dialing the phone number, when checked.

6. Select ***OK***.

Creating Other Types of Favorite Buttons

1. Press ***Phone*** [ ].
2. Use the ***5-way*** ◯ to select a blank favorite button.
3. Select the ***Type*** pick list and select ***Call Log***, ***Dial Pad***, ***Contacts***, ***Application***, ***Message, Email***, or ***Web Link***.
4. Enter a label for the favorite and enter any other necessary information on the screen.

Tip	*When creating a Message or Email favorite you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.*

5. (Optional) Enter a ***Quick Key***, a letter that you can press and hold from the ***Main***, ***Dial Pad***, or ***Favorites*** view of the ***Phone*** application, to open the favorite.
6. Select ***OK***.

Editing or Deleting an Existing Favorite Button

You can edit or delete most favorite buttons. You cannot edit or delete the preset ***Voicemail*** button, but you can add extra digits or move the ***Voicemail*** button to a different position.

1. Press ***Phone*** [ ].
2. Use the ***5-way*** ◯ to access ***Favorites***.
3. Highlight the favorite button you want to edit or delete.
4. Press ***Menu*** ▭.

5. Select ***Edit Favorites Button*** on the ***Record*** menu.
6. To edit the entry, make the desired changes. (For example, you can add a ***Quick Key*** shortcut to any favorite.) To delete the entry, select ***Delete***.
7. Select ***OK***.

Tip	*You can also organize your favorite buttons on separate pages. Open the Record menu, and then select Edit Favorites Pages. To arrange your favorites, drag and drop the buttons into a new slot. To move a favorite to another page, drag the button onto the page icon at the bottom of the screen.*

Using a Phone Headset

You can connect a phone headset for hands-free operation.

Important	*If driving while using a phone is permitted in your area, we recommend using a headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.*

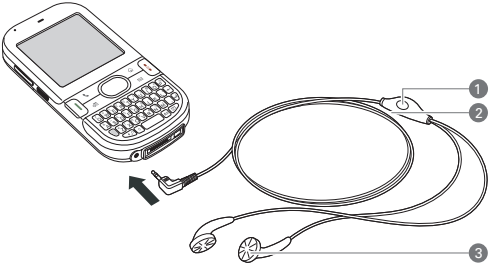
In addition to the stereo headset, your device is compatible with the following types of headsets that are sold separately:

- Wired headsets with a 2.5mm connector (3-pin or 4-pin).
- Wireless headsets and car kits enabled with Bluetooth 1.1 or 1.2 wireless technology.

Note	*For a list of compatible hands-free devices, go to palm.com/us/support/centro/centro_sprint or sprint.com.*

Check the specifications for your headset or car kit to confirm compatibility.

Using a Wired Headset



1 Headset Button
2 Microphone
3 Speaker

When using a headset, you can press the headset button to perform any of the following tasks:

- Answer an incoming call or a call waiting call.
- Pick up a call that is on hold.
- Switch between two calls (if the second call is incoming).
- Join two calls in a conference (if the second call is outgoing).
- Hang up a single call.

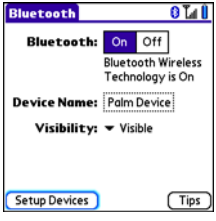
Note	*The headset designed for Treo™ 180, 270, and 300 devices is not compatible with your Centro smart device by Palm. Standard headsets sold with other Sprint phones are compatible with your device. If you hear a headset buzz or experience poor microphone performance, your headset may be incompatible with your device.*

Connecting to a Bluetooth® Hands-Free Device

Once you set up a partnership with a Bluetooth hands-free device such as a headset or car kit, you can communicate with that device whenever it is turned on and within range. Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

Note	*In the documentation for the other device, a partnership might be referred to by a term such as trusted pair, trusted device, or pairing.*

1. Press ***Applications*** and select ***Bluetooth***, or tap the ***Bluetooth*** icon in the title bar.
2. Select ***Bluetooth On***.
3. (Optional) Enter a device name that identifies your device when it is discovered by other Bluetooth devices.



Note	*Use the same device name for all your Bluetooth connections. If you change the device name, you need to recreate any partnerships you have already created.*

4. Prepare your hands-free device to accept a connection from another Bluetooth device. (For instructions, see the documentation that came with your hands-free device.)

5. Select ***Setup Devices***.
6. Select ***Hands-free Setup***.
7. Follow the onscreen instructions to create a partnership with the specific hands-free device. When prompted, enter a passkey.

Important	*Some hands-free devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Centro device and your hands-free device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your device. The longer the passkey, the more difficult it is for the passkey to be deciphered.*

8. After you finish setting up the device, select ***Done*** to return to ***Trusted Devices*** view.

Note	*For some car kits, you need to initiate a Bluetooth connection from your Centro device to complete the partnership process. To do this, highlight the car kit in Trusted Devices view, press Menu, and then select Connect.*

9. (Optional) Enable advanced hands-free features by pressing the ***multifunction*** button (MFB) on the hands-free device.

   You know that the connection is successful when you see a ***headset*** icon in the title bar of the Phone application. You can now use your device with the Bluetooth hands-free device such as a headset or car kit.

Using a Bluetooth Hands-Free Device

After you create a partnership with your Bluetooth hands-free device and you turn it on within range (up to 30 feet), your Centro device automatically routes all calls to the hands-free device instead of to the earpiece on your Centro device. When a call comes in, your Centro device rings and the hands-free device beeps. Even if you answer the call on your Centro device, the call goes to the hands-free device. If you prefer to route calls to the earpiece on your Centro device, you can change the settings on your device to do this (see "Customizing Advanced Settings for Your Hands-Free Device" on page 86).

The features available on your hands-free device vary by model. Check the documentation for your hands-free device for details on the supported features and how to use those features. Your Centro device can support the following features, provided that your hands-free device also supports them:

- Answer an incoming call.
- Hang up a call and answer a call-waiting call.
- Place a call on hold and answer a call-waiting call.
- Hang up a single call.
- Transfer a call from the device's earpiece to the hands-free device.
- Ignore an incoming call.
- Redial the last number you called from the hands-free device.
- View a log of recently received, missed, and dialed calls, and dial numbers for these calls directly from the hands-free device.
- Transfer speed-dial favorites and Contacts entries containing phone numbers from your device to the hands-free device phone book, up to the maximum number of entries allowed in your hands-free device's phone book.

Tip	*Your device transfers speed-dial favorites first, and then contacts in alphabetical order up to the maximum number of entries allowed in your hands-free device's phone book. So if you have important numbers that you want to show up in your hands-free device's phone book, be sure to create speed-dial favorites for them before you transfer the numbers.*

Customizing Advanced Settings for Your Hands-Free Device

You can set whether your Bluetooth hands-free device automatically answers incoming calls, provided the device supports this feature.

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Hands-Free***.
3. Do one of the following:
   - ***To send all calls to the hands-free device:*** Check the ***Always route calls to Hands-Free*** box. Select the ***Auto answer*** pick list and select whether you want your hands-free device to automatically answer incoming calls and how quickly it answers.
   - ***To choose between the earpiece on your*** device ***and your hands-free device on a call-by-call basis:*** Uncheck the ***Always route calls to Hands-Free*** box. When the phone rings, you can answer the call with your hands-free device by pressing the multifunction button on your hands-free device, or you can answer the call with your device's earpiece (see "Receiving Calls" on page 66).
4. Select ***Done***.

Customizing Phone Settings

Customizing the Main View in the Phone Application

Phone Display Options let you customize the appearance and text entry mode of the ***Main*** view in the ***Phone*** application.

1. Press ***Phone***.
2. Press ***Menu***.

3. Select ***Options***, and then select ***Phone Display Options***.
4. Set any of the following options:
   - ***Show*** … sets whether the ***Dial Pad*** or wallpaper appears in the ***Main*** view of the ***Phone*** application. If you select ***Show Wallpaper***, select the thumbnail image and then select an image to use as wallpaper.
   - ***Typing*** … sets whether typing enters numbers in the ***Dial Pad*** or starts a contact search.

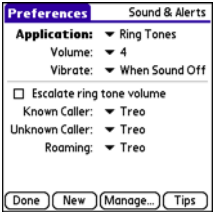
Tip	*If you choose to have typing start a contact search, you need to press* Option *to enter a number when dialing from the Dial Pad.*

   - ***Show Calendar event*** sets whether the current event from the ***Calendar*** application appears in the ***Main*** view of the ***Phone*** application. When this option is enabled, you can then select this event to jump to the ***Calendar*** application.
   - ***Show Favorite buttons*** sets whether ***Favorites*** appear in the ***Main*** view of the ***Phone*** application.
   - ***Rows*** sets the number of favorite button rows that appear in the ***Main*** view of the ***Phone*** application.
5. Select ***OK***.

Selecting Ringtones

You can set various tones for various types of incoming phone calls.

Tip	*You can download any compatible ringtone directly to your device (see "Downloading Files From a Web Page" on page 158). You can also download ringtones to your computer and then email them to your device.*



1. Press ***Phone*** [ ].
2. Press ***Menu*** [ ].
3. Select ***Options***, and then select ***Sound Preferences***.
4. Select the ***Application*** pick list, and then select ***Ring Tones***.
5. Select the ***Volume*** pick list, and then select the volume level.
6. Select the ***Vibrate*** pick list, and then select when you want the vibrate option to turn on.
7. (Optional) Check the ***Escalate ring tone volume*** box if you want the ring to play softly and then increase to full volume the longer it rings.
8. Select ringtones from the following pick lists:
   - ***Known Caller*** for an incoming call from someone in your ***Contacts*** or ***Favorites***.
   - ***Unknown Caller*** for an incoming call from someone identified by caller ID who is not in your ***Contacts*** or ***Favorites***.
   - ***Roaming*** for incoming calls when you're outside the Sprint National Network.
9. Select ***Done***.

Tip	*You can also preview, delete, and send sounds on your device. Press Applications, select Sounds, and then select Manage. To play a sound, select it, and then press Center on the 5-way. To delete a sound, select it, and then press Backspace. To send a sound, select it, and then select Talk.*

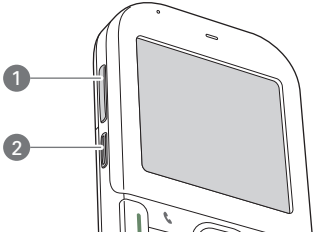
Selecting Phone Alert Tones

You can set various tones for various types of alerts.

1. Press ***Phone*** [ ].
2. Press ***Menu*** ( ).
3. Select ***Options***, and then select ***Sound Preferences***.
4. Select the ***Application*** pick list, and then select ***Phone Alerts***.
5. Select the ***Volume*** pick list, and then select the volume level.
6. Select the ***Vibrate*** pick list, and then select when you want the vibrate option to turn on.
7. Select options for when an alert should sound:
   - ***Voicemail Alert*** to indicate when a new voicemail message has arrived.
   - ***Coverage in/out*** to indicate if you've moved in or out of a coverage area.
   - ***Signal faded*** to indicate if the network signal lost strength or disappeared and a call was dropped.
8. Select ***Done***.

Adjusting Call Volume

- While a call is in progress, press the ***Volume*** button on the side of your device to adjust the call volume.



1 Volume Button
2 Side Button

Adjusting Ringer Volume

- When you are not on a call, press the ***Volume*** button on the side of your device to adjust the ringer volume, and then press the ***Side*** button to confirm the change.

Tip	*As you increase the volume to the maximum level, a high-volume warning message appears.*

Assigning a Caller ID Ringtone

Caller ID ringtones can let you know who is calling before you even look at your device. This is a great way to keep track of calls from important people in your life and to screen calls you'd prefer not to answer.

1. Press *Phone* [ ].
2. Select the *Contacts* favorite button.
3. Open the contact entry to which you want to assign a caller ID ringtone, and then select *Edit*.
4. Select the *Ringtone* pick list and select a ringtone for this contact.
5. Select *Done*.

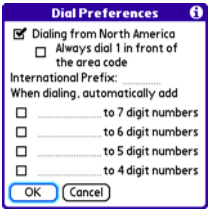
Tip	*You can assign a ringtone to an entire category of contacts. For example, use a special ringtone for categories such as Family, Work, or Golf Buddies. Select the category pick list in the upper-right corner, select Edit Categories, and then select the category. Select the ringtone on the Edit Category screen.*

Assigning a Caller ID Picture

1. Press *Phone* [ ].
2. Select the *Contacts* favorite button.
3. Open the contact entry to which you want to assign a caller ID picture, and then select *Edit*.
4. Select the *Picture* box and do one of the following:
   - Select *Camera* to take a picture and add it to this contact entry when you save the picture.
   - Select *Photos* and select an existing picture that you want to assign to this contact.
5. Select *Done*.

Setting Your Dialing Preferences

Dialing preferences let you add a prefix to your phone numbers. For example, you can automatically dial a 1 before all 10-digit phone numbers you enter from Contacts. You can also add a different prefix based on the length of the phone number.



1. Press *Phone* [ ].
2. Press *Menu* [ ].
3. Select *Options*, and then select *Dial Preferences*.
4. Set any one or more of the following options:
   - *Dialing from North America* formats phone numbers using North American conventions (XXX-XXX-XXXX).
   - *Always dial 1 in front of the area code* adds a 1 in front of 10-digit phone numbers you dial from *Contacts* (see "Dialing by Contact Name" on page 63). A 1 is not automatically entered if you dial using the keyboard or the *Dial Pad*. This option is available only when *Dialing from North America* is enabled.
   - *International Prefix* adds the specified prefix in front of international phone numbers; in the U.S. and Canada, this prefix is 011. When you dial, the plus symbol (+) preceding the phone number is replaced by this prefix.
   - *To 7 digit numbers* adds a prefix to 7-digit numbers. For example, enter your own area code to automatically add your area code when you dial local numbers.
   - *To 6/5/4 digit numbers* adds a prefix to numbers with the specified number of digits. For example, if all the phone numbers in your office begin with 555, followed by a 4-digit extension, you can select 4 and enter 555 as the prefix. When you want to call a colleague, simply enter the colleague's 4-digit extension. Your device automatically dials 555 plus the 4-digit extension. You can also create contact entries with just the extension number and then dial the number from your *Contacts* list.
5. Select *OK*.

Setting Phone Preferences

1. Press ***Phone*** [ ].
2. Press ***Menu*** [ ].
3. Select ***Options***, and then select ***Phone Preferences***.
4. Select any one or more of the following preferences:
   - ***Call forwarding*** lets you forward calls to another number. See “Call Forwarding” on page 76 for details.
   - ***Location ON*** allows the Sprint National Network to determine your longitude and latitude position at any time in order to provide location-specific services.
   - ***911 Only*** restricts your location information to emergency services only.

Note	*Your device is equipped with a location feature for use in connection with location-based services. Currently the location information is used to help identify your longitude and latitude position during an emergency call in areas where E-911 service is available. For your safety, your location information is always provided during a 911 emergency call regardless of whether you select this setting.*

- ***Short DTMF Tones*** lets you choose to send DTMF tones (a certain type of touch-tone dialing tone) stored as Extra Digits as rapid tones (see “Defining Favorite Buttons” on page 78 for information on defining extra digits).

Note	*Some older answering machines may not recognize short tones.*

- ***Clear Voicemail Icon*** lets you manually reset the Voicemail icon if it still appears in the ***Phone*** application title bar after you have listened to all your voicemail.

- ***TTY/TDD*** enables you to use your device's phone if you are hearing impaired. Select ***Default Mode*** to send and receive text. Select ***VCO Mode*** (Voice Carry Over) to send voice and receive text. Select ***HCO Mode*** (Hearing Carry Over) to send text and receive voice. See the following section, "TTY Use With Sprint Service," for more information.
- ***Hearing Aid Compatibility*** sends the audio from your phone calls to the telecoil rather than to the microphone of your hearing aid. See "Turning on the HAC Setting" on page 341 for more information on this setting.
- ***Ask to add unknown phone numbers after calls*** displays a prompt asking whether you would like to add the unknown phone number to your ***Contacts*** list when you complete a call.

Caution	*Do not turn on the Hearing Aid Compatibility setting unless you use a hearing aid with a telecoil. Using this setting without a hearing aid or with a hearing aid without a telecoil may be harmful to your hearing.*

5. Select ***OK***.

TTY Use With Sprint Service

A TTY (also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your device is compatible with select TTY devices. You can connect a TTY/TDD machine, headset, or hands-free kit to your device through the headset jack while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

When establishing your Sprint service, please call Sprint Customer Service via the state

Telecommunications Relay Service (TRS) by first pressing ***711*** and then pressing ***Talk*** . Then provide the state TRS with this number: 866-727-4889.

WARNING	*911 Emergency Calling*
	Sprint recommends that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and land-line communications. Wireless TTY calls to 911 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and PSAP community are currently working to resolve it.

Controlling Your Roaming Experience

Your device is digital dual-band, which means you can make and receive calls while on the Sprint National Network and you can also roam on other digital networks where Sprint has implemented agreements with other carriers.

When you roam outside the Sprint National Network, the Roaming icon appears at the top of the screen. Additional charges may apply if you use your Centro device's wireless service while roaming.

To learn more about roaming, visit *sprint.com*.

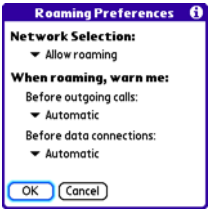
Feature Availability

- You can make and receive calls while roaming.
- You can access voicemail while roaming.
- Other features that are standard on the Sprint National Network, such as call waiting and Sprint Power Vision, may be available depending upon your roaming network.

Setting Roaming Preferences

Use Roaming Preferences to set specific options for using your phone while roaming on another network. For example, you can set options to be notified that you are roaming before placing a call or making a data connection, so that you are aware that you might incur extra charges.

1. Press *Phone* [ ].
2. Press *Menu* [ ].
3. Select *Options*, and then select *Roaming Preferences*.
4. Select the *Network Selection* pick list and select the networks with which you want to allow your phone to make a connection:
   - *Allow roaming* enables your Centro device to determine the best network—either Sprint or roaming—with which to connect.
   - *Home networks only* allows your phone to connect only to the Nationwide Sprint PCS Network.
   - *Roaming networks only* allows your phone to connect to roaming networks only.



5. Select the *Before outgoing calls* pick list to set whether roaming warnings appear when you attempt to dial an outgoing call:
   - *Automatic* enables your Centro device to determine whether it is best to warn you when you make an outgoing call while roaming.
   - *Always* causes an alert to appear each time you make an outgoing call while roaming.
   - *Never* suppresses alerts when you make an outgoing call while roaming.
6. Select the *Before data connections* pick list to set whether roaming warnings appear when you attempt to make a data connection, for example, to browse the Web:
   - *Automatic* enables your Centro device to determine whether it is best to warn you when you make a data connection while roaming.
   - *Always* causes an alert to appear each time you make a data connection while roaming.
   - *Never* suppresses alerts when you make a data connection while roaming.
7. Select *OK*.

Checking Signal Strength and Phone Status

You can monitor the status of your device's signal strength and several other items, using icons in the title bar of the ***Phone*** application.

Sprint	Your phone is on and you're inside the Sprint National Network. If you are outside a coverage area, ***No Service*** or ***Roaming*** appears instead. ***No Service*** means that there is no coverage at all, and ***Roaming*** means that another wireless service provider's network is available. When you turn off your phone, ***Phone Off*** appears.
or	Your phone is on and is connected to the high-speed Sprint Mobile Broadband data network. When the triangles are blue, data is being transferred (for example, when you are opening a Web page); when the triangles are gray, you are connected to the network but data is not currently being transferred (for example, when you are viewing a Web page that is completely open). In either state, you can receive incoming calls.
	Your phone is on and is connected to the Sprint (1xRTT) data network. When the arrows are green, data is being transferred (for example, when you are opening a Web page) and you cannot receive calls. When the arrows are gray, you are connected to the network but data is not currently being transferred (for example, when you are viewing a Web page that is completely open), and you can receive calls.
	Your phone is on and you are within range of a Sprint data network, but you do not have an active data connection. You can receive incoming calls.
	The ***Location ON*** option has been selected. The icon appears with a red slash when the ***911 only*** option has been selected. See "Setting Phone Preferences" on page 93 for information.

	Call forwarding is active.
T	***TTY/TDD*** mode is active. Use this mode to communicate by telephone if you are deaf or hard of hearing or if you have speech or language disabilities.
	You have new voicemail messages. You can select this icon to retrieve your messages.
	You have a new alert, such as a ***Calendar*** alarm or a new text message. To view the alert, press and hold ***Center*** ◯ or select the icon. See “Viewing and Using the Alert Screen” on page 99 for more information.
	Roaming is active.
	Bluetooth feature is off. The icon appears in blue when Bluetooth wireless technology is on and appears in reverse blue when your device is communicating with other devices using Bluetooth wireless technology. To quickly access the ***Bluetooth Preferences*** screen, tap the ***Bluetooth*** icon.
	Your device is connected to a headset that is enabled with Bluetooth wireless technology. This icon replaces the ***Bluetooth*** icon; it appears in light blue when you are not on a call and in dark blue when you are on a call.
	Replaces the ***Bluetooth*** icon when a dial-up networking connection using Bluetooth wireless technology is active.
	The battery is partially drained. When the battery drains to 20% of its capacity, the icon changes from blue to red. At 10% of its capacity, you begin to receive warning messages, and at 5% of its capacity, the device beeps (if the ***Ringer*** switch is set to ***Sound On*** (◀) and the icon changes from red to clear.

	The battery is being charged. The lightning bolt turns from red to green when the battery is fully charged and your device remains connected to the AC charger.
	The battery is fully charged, and your device is not connected to the charger.
	You have new text or Picture Mail messages. The number next to the icon indicates the number of unread messages in your Inbox. Select this icon to view your messages.
	Displays the current (or next) event from the ***Calendar*** application. If you have an event conflict during the current time period, a red bar appears next to the event description. To jump to the current event in the ***Calendar*** application, select the ***Calendar*** status line (see “Displaying Your Calendar” on page 220 for details).

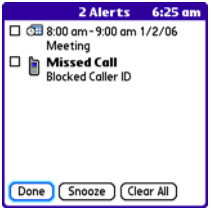
Tip	*To display the remaining battery power, tap the battery icon at the top of the screen.*

Viewing and Using the Alert Screen

The ***Alert*** screen on your device shows information about incoming items such as new email messages and ***Calendar*** events. The ***Alert*** screen also notifies you if you miss a phone call.

- To view the ***Alert*** screen, select the blinking bell when it appears in the upper-left corner of any screen, or press and hold ***Center*** ◯ when the blinking bell appears.

You can do any of the following:



- Check the box to clear an alert from the list.
- Select the alert to open the corresponding application and view the alert item (message, event, missed call, and so on).
- Select ***Done*** to close the ***Alert*** screen and return to whatever you were doing on your device before you opened the ***Alert*** screen. The bell continues to blink in the upper-left corner of the screen.
- Select ***Snooze*** to temporarily close the ***Alert*** screen and return to whatever you were doing on your device before you opened the ***Alert*** screen. The screen reappears every five minutes until you select one of the other options.
- Select ***Clear All*** to delete all alerts on the ***Alert*** screen.

Using Sprint Power Vision and Other Wireless Connections

Sprint ahead

Sprint Power Vision

In This Section

- Getting Started With Sprint Power Vision
- Sprint Power Vision Features
- Accessing Sprint Power Vision
- Personalizing Your Service With On Demand
- Using Your Device's Phone as a Modem

Getting Started With Sprint Power Vision

Sprint Power Vision provides wireless access to the Internet anywhere on the Sprint National Network. To sign up for Sprint Power Vision services or to access complete instructions, visit sprint.com. For information on charges associated with features that use a Sprint Power Vision connection, refer to your Sprint Service Plan.

Enabling Sprint Power Vision

1. Make sure your device's phone is turned on, as described in "Turning Your Device's Phone On and Off" on page 61.
2. Press ***Option*** , and then press ***Phone*** [ ].
3. When the ***Connect to the Internet*** dialog box appears, select ***Yes*** to open your device's Web browser and make a Sprint Power Vision connection.
   - If you have not already done so, select ***Now*** when the ***Preparing Vision Services*** dialog box appears. This initiates a one-time process to configure your Sprint Power Vision services. At the end of this two-minute process, your device connects to the Sprint Power Vision home page.
   - If you want to cancel the connection, select ***No***.

Tip	*To bypass the Connect to the Internet dialog box in the future, check the Don't ask me again box.*

4. Use the ***5-way*** to scroll around and select from a variety of online services.
5. Press ***Applications*** [ ] to exit the browser and end your session.

Sprint Power Vision Features

With Sprint Power Vision services, you have access to additional features, better performance, faster Web connections, and a wider variety of online services. Features such as Web access and sending/receiving digital images are available on your Palm Centro™ smart device through the Sprint National Network.

- ***Sprint Picture Mail***℠ enables you to instantly shoot, share, and print sharp, high-resolution digital pictures, and take and send short video clips with your device.
- ***On Demand*** enables you to set and then receive customized, up-to-date information on sports, weather, news, money, and more, on demand—the way you want it.
- ***Sprint Mobile Email***℠ provides access to a variety of email services, including Yahoo!, AOL, MSN, Gmail, and other POP and IMAP servers.
- ***SprintTV***℠ enables you to watch live Mobile Digital TV (MDTV) on the go with full-motion video and vivid sound.
- ***Messaging*** enables you to send and receive email, text (SMS), and multimedia messages, or to chat.
- ***Web*** gives you the experience of full-color graphic versions of popular Web sites.
- Phone as Modem lets you use your smart device and your Sprint Power Vision connection as a wireless modem for your laptop computer.
- ***Sprint Instant Messaging (IM)*** enables you to exchange short, simple text messages with another computer or smart device.

Accessing Sprint Power Vision

Once your device is activated, you are signed in and ready to connect to Sprint Power Vision services at any time.

Sprint Power Vision User Name

Your Sprint Power Vision User Name is automatically assigned to you. Your user name is used with Sprint Mail and Messaging services. Your Sprint Power Vision User Name is simply an additional address that identifies your Sprint Account. When your device is enabled with Sprint Power Vision services, your user name automatically appears on the ***Phone Info*** screen.

To find your user name:

1. Press ***Phone*** [ ].
2. Press ***Menu*** ( ).
3. Select ***Options***, and then select ***Phone Info***.

Sprint Power Vision Symbols on Your Screen

When you are connected to Sprint Power Vision services, a data connection icon appears at the top of the ***Main*** view in the ***Phone*** application. See “Checking Signal Strength and Phone Status” on page 97 for a description of the various data connection icons.

Sprint Power Vision Billing Information

See your service plan for details on Sprint Power Vision billing.

Personalizing Your Service With On Demand

With Sprint Power Vision's exclusive On Demand feature, you can personalize your device's data services to suit your needs. The On Demand feature makes it easier than ever to retrieve the most popular Web information and categories instantly. On Demand uses the ZIP code you provide to customize the content you receive, so you can get the information you want, when you want it.

On Demand acts like a computer browser's customized home page, displaying a variety of top categories such as News, Sports, Weather, Money, Movies, and more. This information is updated throughout the day, so you'll always be up-to-date. In addition to presenting a number of fixed categories, On Demand also offers optional categories (for an additional monthly charge) that allow faster access to even more information.

Initializing Your On Demand Service

1. Press ***Applications*** [⌂] and select ***On Demand*** .
2. Enter your preferred ZIP code and select ***Next***.
3. Accept the Terms and Conditions. (The On Demand service customizes itself to your location, and the ***On Demand*** menu screen appears.)

Accessing On Demand Information

Finding the information you're looking for with On Demand is as easy as navigating a Web browser on your computer. The following examples illustrate how to access News and Movies information.

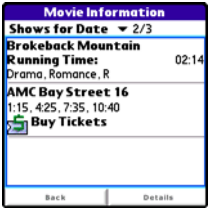
To access News information using On Demand:

1. Press ***Applications*** [⌂] and select ***On Demand*** . (The ***On Demand*** menu screen appears.)
2. From the ***On Demand*** menu screen, highlight ***News*** (the button name changes to ***Late Breaking News & Photos),*** and then press ***Center*** ◯.
3. Depending on which category you select, you see a menu with additional options (for this example, you can select from subcategories such as “Top Stories,” “US News,” “World News,” and “Politics”).
4. Select a subcategory, and then select an article you would like to view. (The article appears.)
5. Navigate the content as follows:
   - Press ***Up*** ▲ or ***Down*** ▼ to scroll through the article.
   - Press ***Right*** ▶ to access the options at the bottom of the screen.

Movies information using On Demand:

1. Press ***Applications*** [⌂] and select ***On Demand*** . (The ***On Demand*** menu screen appears.)
2. From the ***On Demand*** menu screen, highlight ***Showbiz*** (the button name changes to ***Hollywood News & Showtimes***), and press ***Center*** ◯.
3. Select ***Movie Showtimes & Reviews*** and press ***Center*** ◯. (A list of current movie titles appears.)
4. Select a movie title.

5. From the ***Movie Title*** display, select an option and follow the onscreen instructions. Options available may include:
   - ***Shows for Date*** to select a date for the movie.
   - ***<theater listing>*** to view the movie's showtimes at a number of selected movie theaters in your area. Follow the onscreen instructions to purchase will-call tickets (may not be available for all theaters or for all showtimes).
   - ***Details*** to view the movie's details, which may include cast, running time, plot synopsis, MPAA rating, reviews, and so on.



Additional fixed ***On Demand*** categories such as Money (which features a customizable stock ticker [delayed 20 minutes]), Weather, and Sports (which allows you to select your top teams), along with optional categories such as Maps and TV Guide, bring the information you want right to your screen—all without having to go through a traditional Web search.

Using Your Device's Phone as a Modem

Your device's data capabilities enable you to use your device's phone as a modem for your laptop computer anywhere on the Sprint Mobile Broadband network. You'll be able to send and receive email, browse the Internet, and access your company's network anywhere on the Sprint National Network.

Note	*To use this service, you are required to sign up on a Sprint Power Vision with Phone as Modem plan. Go to sprint.com or visit a Sprint Store for Phone as Modem plan details and more information.*

Setting Up a Data Connection With Your Computer

To use your phone as a modem, you first need to load the Sprint Connection Manager software on your computer, and then use the sync cable to connect your device to your computer.

Tip	*If your computer is enabled with Bluetooth® wireless technology, you can also use your device as a wireless modem. See "Using Your Device as a Wireless Modem" on page 173.*

To set up your phone-to-computer data connection:

1. Install the Sprint Connection Manager software and drivers located on the Palm Software Installation CD.
2. After you install the software, connect your device to your computer using the sync cable. (When your computer detects the connection, the icon appears in the taskbar in the lower-right corner of your computer screen.)
3. Make sure your device's phone is turned on (see "Turning Your Device's Phone On and Off" on page 61) and that one of the Vision icons (or) appears at the top of the screen.

Note	*If neither icon appears, you cannot use your device as a modem with Sprint Connection Manager.*

4. On your computer, open the ***Sprint Connection Manager*** software, select your device name, and then click ***Connect***.
5. Once the connection is established, launch an Internet session, check your email, or do anything else you would do using a traditional Internet connection.

6. When you're ready to terminate the Internet connection, double-click the ***Sprint Connection Manager*** icon in the taskbar in the lower-right corner of your computer screen, and then click ***Disconnect*** to end the session.

Note	*While your data connection is active, you can receive incoming calls and place outgoing calls; however, doing either of these suspends the data connection until you hang up the call.* *Sprint Power Vision data services are available on the Sprint National Network. Sprint Power Vision services work anywhere on the network, but broadband-like download speeds are available only in areas with high-speed data covered by the Sprint Mobile Broadband network.*

Using Email

In This Section

- What Email Applications Can I Use on My Smart Device?
- Using Sprint Mobile Email
- The VersaMail® Application

What Email Applications Can I Use on My Smart Device?

If you've activated Sprint Power Vision, you're ready to set up an email application on your Palm Centro™ smart device. You can use an email application with your Sprint Mobile Email account, as well as with other email accounts, such as AOL or Earthlink. You can also use an email application with a corporate account.

Your device includes two email application options:

- Sprint Mobile Email℠.
- The VersaMail® application.

  You can also access Web-based email, such as Hotmail, Gmail, or Yahoo! from your device's Web browser.

Note	*An email application is not an email provider. An email application works with an account that you have with a provider—your Sprint account, for example—or a corporate account to transfer messages to your device.*

Using Sprint Mobile Email

Install the optional ***Sprint Mobile Email*** application for access to a variety of email services, including the following:

- Yahoo!
- AOL.
- MSN.
- Gmail.
- Other POP and IMAP servers.

This section includes the following information:

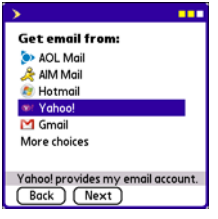
- "Getting Started With Sprint Mobile Email" on page 116.
- "Configuring Additional Email Accounts on Sprint Mobile Email" on page 117.
- "Configuring Other Email Accounts on Sprint Mobile Email" on page 118.
- "Working With Your Sprint Mobile Email Accounts" on page 120.
- "Receiving and Viewing Email Messages Using Sprint Mobile Email" on page 121.
- "Creating and Sending Messages Using Sprint Mobile Email" on page 122.
- "Attaching Files Using Sprint Mobile Email" on page 123.

Important	*Sprint Mobile Email sends and receives messages using existing email accounts. Visit your email provider's Web site for more information or to set up an account, or ask your network administrator for assistance.*

Getting Started With Sprint Mobile Email

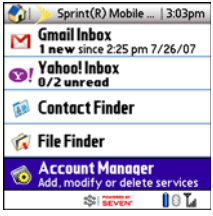
1. Press ***Applications*** [⌂], and then select ***Get Email*** Sprint.
2. Follow the onscreen instructions to download and install the Sprint Mobile Email application on your Centro device. (For more information and complete setup instructions, visit *sprint.com*.)
3. When the installation is complete, press ***Applications*** [⌂] and select ***Sprint Mobile Email***.
4. Enter the phone number for your Centro device and select ***Next***.

5. Select an email provider from the list and select ***Next***. (If your email provider is not listed, see “Configuring Other Email Accounts on Sprint Mobile Email” on page 118.)
6. Select ***Accept*** to agree to the ***Terms of Use*** and continue with account setup. (Select ***Decline*** to refuse the terms and end the configuration.)
7. Enter the ***User Name*** and ***Password*** for the email account.
8. Select ***Register*** to initialize the service on your Centro device. (When a connection is established, ***Sprint Mobile Email*** retrieves your messages from the server and displays the messages in the account Inbox.)

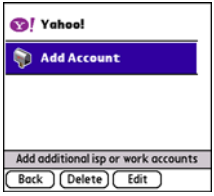


Configuring Additional Email Accounts on Sprint Mobile Email

1. Press *Applications* [⌂], and then select *Sprint Mobile Email* .
2. Select *Account Manager*.



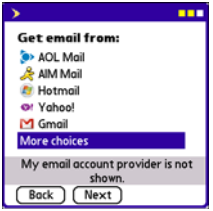
3. Select *Add Account*.
4. Select an email provider from the list. (If your email provider is not listed, see “Configuring Other Email Accounts on Sprint Mobile Email” on page 118).
5. Select *Accept* to agree to the *Terms of Use* and continue with account setup. (Select *Decline* to terminate the account configuration.)



6. Enter the *User Name* and *Password* for the email account.
7. Select *Register* to initialize the service on your Centro device. (When a connection is established, *Sprint Mobile Email* retrieves your messages and displays them in your Inbox.)

Configuring Other Email Accounts on Sprint Mobile Email

1. If your email provider does not appear in the list of providers, select ***More choices*** from the ***Get email from:*** screen and select ***Next***.



2. Select the type of email account you want to configure: ***PCS Mail***, ***Other POP***, or ***Other IMAP*** and select ***Next***.
   - Select ***PCS Mail*** to configure your Sprint email account on your Centro device.
     (For more information and to set up an account, visit sprint.com.)
   - Select ***Other POP*** to configure a POP3 email account. (Ask your account administrator or email provider for the required information described in the following steps.)
   - Select ***Other IMAP*** to configure an IMAP email account. (Ask your account administrator or email provider for the required information described in the following steps.)

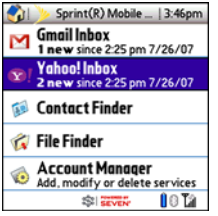
3. Enter your user name and password and select ***Next***:
   - ***PCS Mail User Name*** and ***Password***: (Sprint Mail accounts only.) Enter the user name and password for your Sprint email account.
   - ***Email Address***: Enter the complete email address of your account.
   - ***Password***: Enter the password for your email account.
   - ***User Name***: (POP and IMAP accounts only.) Enter the user name required for the incoming mail server.

4. Enter the information required by the incoming mail server and select ***Next***:
   - ***Incoming Mail Server***: Enter the complete name of the incoming mail server for your email provider (for example, pop.mail.company.com).
   - ***Port***: Specifies the port number for the incoming mail server. (The default port is 110 for POP or 143 for IMAP.)
   - ***Use SSL***: Check the box if the incoming mail server uses Secure Socket Layers (SSL).
5. Enter the information required by the outgoing mail server and select ***Next***:
   - ***Outgoing Mail Server***: Enter the complete name of the outgoing mail server for your email provider. (For example, ***smtp.mail.company.com***.)
   - ***Port***: Specifies the port number for the outgoing mail server.
   - ***Use SSL***: Check the box if the outgoing mail server uses Secure Socket Layers (SSL).
   - ***Require Authentication***: Check the box if your email provider requires authentication for outgoing email.
6. Review the ***Account Summary***, and then select ***Next***. (Select ***Back*** to return to a previous screen and change the configuration.)
7. Select ***Register*** to initialize the service on your Centro device. (When a connection is established, ***Sprint Mobile Email*** retrieves your messages and displays them in the Inbox.)

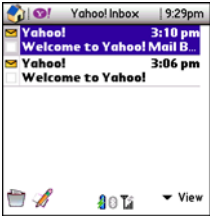
Working With Your Sprint Mobile Email Accounts

Once your email accounts are configured, you can send, receive, and organize email messages from the inbox of each email account.

1. Press ***Applications*** [⌂], and then select ***Sprint Mobile Email*** .
2. Select an email account to open the Inbox for that account.

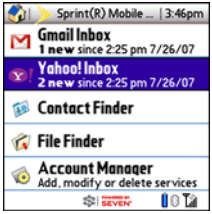


3. Do one of the following:
   - To read the message, select the message entry.
   - To check for new messages, press ***Menu*** [▭], and then select ***Receive*** from the ***Message*** menu.
   - To delete a message, check the box next to one or more messages and select the ***Delete*** icon.
   - To create a new email message, select the ***Compose*** icon. (See “Creating and Sending Messages Using Sprint Mobile Email” on page 122 for more information.)
   - To sort the messages, select the ***View*** pick list, and then select an option from the list.
   - To return to the main screen, select the ***Home*** icon at the top of the screen.

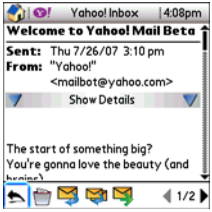


Receiving and Viewing Email Messages Using Sprint Mobile Email

1. Open ***Sprint Mobile Email*** and select an email account.
2. To download new messages, press ***Menu*** , and then select ***Receive*** from the ***Message*** menu.
3. To read a message, select it.



4. Do one of the following:
   - Drag the slider of the onscreen scroll bar to read the entire message.
   - Select the ***Delete*** icon to permanently delete the message.
   - Select the ***Reply*** icon to reply to the sender.
   - Select the ***Reply All*** icon to reply to all the recipients of the message.



   - Select the ***Forward*** icon to forward the message to a new recipient.
   - Tap the onscreen arrows, ▶ or ◀, at the bottom of the message to view the previous or next message in the Inbox.
   - Select the Back icon to return to the Inbox.
   - Select ***Show Details*** to view additional information in the header of the message.

Creating and Sending Messages Using Sprint Mobile Email

1. Open ***Sprint Mobile Email*** and select an email account to open the ***Inbox*** for that account.
2. Select the ***Compose*** icon.
3. Begin entering the addressee's email address, first name, or last name. (If the information matches one or more entries in ***Contacts***, ***Sprint Mobile Email*** displays the matching contacts. To accept a suggestion, highlight the correct contact and press ***Center***. To send to a different address, keep entering the email address or name.)

4. (Optional) Enter additional addresses in the ***Cc*** and ***Bcc*** fields. (For multiple recipients in any field, enter a semicolon and then a space before entering the next recipient name or address.)
5. Enter the subject and message text. (To move between fields, press ***Up*** or ***Down***.)

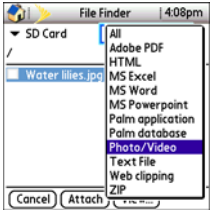
Tip	*You can mark outgoing messages as high priority. Press Menu, select Options, and then select Priority.*

6. Select one of the following buttons:
   - ***Send*** connects and sends the messages immediately. (If you select ***Send*** and the message cannot be sent for any reason, the message is stored in your ***Outbox***.)
   - ***Save Draft*** saves the message to the ***Drafts*** folder for the email account so that you can continue working on it at another time.
   - ***Cancel*** deletes the message without saving or sending it.

Attaching Files Using Sprint Mobile Email

To send files such as photos, videos, or Microsoft Office documents using Sprint Mobile Email, complete the following steps:

1. Create the message to which you want to attach the file.
2. Select the paper clip icon at the top of the message.
3. Use the pick-lists at the top of the ***File Finder*** screen to select the location and file type:
   - Select ***Handheld*** in the left pick list to locate a file stored on your Centro device. (If a microSD expansion card is installed, you can also select ***SD Card***.)
   - By default, all file types are listed. (To display only the files for a specific file type, select the type from the right pick list.)



4. Check the box next to one or more filenames, and then do one of the following:
   - Select ***View*** to view one or more files on your Centro device.
   - Select ***Attach*** to attach one or more files to the email message.
   - Select ***Cancel*** to return to the message without attaching a file.
5. Select ***Send*** to send the message and any attachments.

The VersaMail® Application

The VersaMail application enables you to access up to eight email accounts—personal or corporate. You can view attachments through the ***Documents*** application on your device and interface with your corporate Global Address List (GAL). VersaMail also supports Microsoft Direct Push synchronization of email and personal information; as messages are received on the server, they are automatically downloaded to your device.

Before you can use VersaMail, you need to enter your email account settings. If you have multiple email accounts, you must enter settings for each account.

This guide includes basic information on sending and receiving email messages. For additional information on using and customizing Versamail, see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD, or visit palm.com/us/support/centro/centro_sprint for more information.

How Do I Get Started?

1. If either of the following is true, see the *User Guide for the VersaMail Application* located on your CD for setup steps:
   - You used the VersaMail application on your previous device or smartphone, and you want to transfer your settings and messages to your smart device.
   - You plan to use the VersaMail application to access an email account on a Microsoft Exchange server, a Lotus Notes server, or a Microsoft MAPI server.
2. If your email provider is included in the following list, skip to "Setting Up VersaMail to Work With Common Providers" on page 126.

Tip	*Your email provider is the service you use to send and receive email. Your email provider's name appears between the @ symbol and the dot symbol in your email address.*

- Adelphia
- Airmail.net
- AOL
- Apple.Mac
- AT&T (mMode & Worldnet)
- Bell South
- Cablevision
- Charter
- Comcast
- CompuServe
- Concentric
- Covad
- Cox (East, Central, & West)
- EarthLink
- Gmail (you must enable forwarding from the Gmail site)
- Juno
- Mail.com
- Media com
- NetZero
- Qwest (select areas)
- RCN
- SBC (select areas)
- Speakeasy
- USA.net
- Verizon DSL
- Yahoo! (fee-based accounts only)

3. If your email provider's name is not listed, you need to obtain the following information from your system administrator or ISP, and then skip to "Setting Up VersaMail to Work With Other Providers" on page 127.
   - Mail protocol: POP, IMAP, or Outlook Mail (EAS).
   - Incoming and outgoing mail server names, such as mail.myisp.com.
   - Incoming and outgoing mail server port numbers, such as 110 (incoming POP), 143 (incoming IMAP), or 25 (outgoing POP or IMAP).
   - (If necessary) Security settings: APOP, ESMTP, SSL.

Note	*The correct protocol, server, and security settings are required for VersaMail to be able to send and receive email for your account. Your email provider can easily provide these settings.*

Setting Up VersaMail to Work With Common Providers

1. Press ***Applications*** and select ***Email*** to open the VersaMail application.

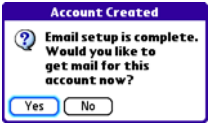
Tip	*The first time you set up the VersaMail application, you are asked if you want to continue with account setup after you open the application. Select Continue and go to step 3.*

2. Press ***Menu***, select ***Accounts***, select ***Account Setup***, and then select New.
3. In the ***Email Address*** field, enter your email address.
4. In the ***Password*** field, enter your email account password.
5. If the VersaMail application can obtain your email account settings based on your username and password, the ***Next*** button changes to ***Done***. Select ***Done***.

Account Setup
Enter Your Email Address and Password:
Email Address:
jsuser@yahoo.com
Password: *******
Yahoo! mail is accessible only if you've subscribed to the Yahoo! Mail Plus service which includes POP access.
Cancel
Done

Note	*If the* Next *button does not change to* Done*, you need to obtain certain information about your account (see "How Do I Get Started?" on page 124) and then follow the procedure "Setting Up VersaMail to Work With Other Providers" on page 127.*

6. (Optional) Select ***Yes*** to download messages for this account now.



Setting Up VersaMail to Work With Other Providers

1. Press ***Applications*** and select ***Email*** to open the VersaMail application.

Tip	*The first time you set up the VersaMail application, you are asked if you want to continue with account setup after you open the application. Select* Continue *and go to step 3.*

2. Press ***Menu***, select ***Accounts***, select ***Account Setup***, and then select ***New***.
3. In the ***Email Address*** field, enter your email address.
4. In the ***Password*** field, enter your email account password.
5. Select ***Next***.
6. Select the ***Mail Type*** pick list, and then select ***POP***, ***IMAP***, or ***Outlook Mail (EAS)*** (based on the information you got from your system administrator or ISP).
7. Enter the username you use to access your email.

Tip	*Your username can be either the part of your email address appearing before the @ symbol or your entire email address. Check with your email provider if you are not sure what username to enter.*

8. Enter the names of your incoming and outgoing mail servers.
9. Select ***Done*** to finish setup and go to the inbox of the account you set up, where you can begin getting and sending email. (If your system administrator or ISP provided the port number or security settings, select ***Advanced*** and enter those settings.)

Receiving and Viewing Email Messages

1. Make sure your phone is turned on (see “Turning Your Device’s Phone On and Off” on page 61).
2. Press ***Applications*** and select ***Email*** to open the VersaMail application.
3. From any mailbox, select ***Get***.
4. From the ***Inbox***, select the message you want to view.
5. If a large incoming message is truncated, select ***More***.
6. Select ***Done***.

Managing Your Email Messages

The status icons that appear next to the messages in your Inbox indicate the following:

- Only the subject header information is downloaded.
- Part or all of the message text is downloaded.
- The message includes an attachment.
- This message is high priority.

You can rearrange the VersaMail list to make it easier to find and view messages.

- In the ***Inbox***, select ***Sort***, and then select one of the following: ***By Subject, By Sender***, ***By Size,*** or ***By Date***.
- To quickly switch between folders (for example, the ***Inbox*** folder and the ***Sent*** folder), select the ***folder*** pick list at the top of the screen and select the desired folder.

Replying to Email Messages

1. From the ***Inbox*** or another folder, open the message to which you want to respond.
2. From ***Message*** view, select ***Reply***. (Select whether to reply to just the sender or to both the sender and all other addressees on the message.)
3. Enter your reply, and then select ***Send***.

Tip	*When you respond to messages, you can select whether to include the original text (see "Setting Email Preferences" on page 134).*

Creating and Sending Email Messages

1. Press ***Applications*** and select ***Email*** to open the VersaMail application.
2. From the ***Inbox***, select ***New***.
3. Begin entering the addressee's email address, first name, or last name. (If the information matches one or more entries in ***Contacts***, ***VersaMail*** displays the matching contacts. To accept a suggestion, select the correct contact. To send to a different address, keep entering the email address or name.)

Tip	*To send a copy or blind copy, select the square icon to the right of the red paper clip to display the Cc and Bcc fields. Enter the address(es) in those fields. For multiple recipients in any field, enter a semicolon and then a space before entering the next recipient name or address.*

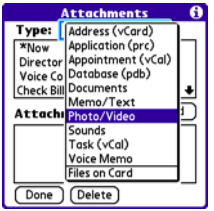
4. Enter the subject and message text. (To move between fields, press ***Up*** ▲ or ***Down*** ▼.)

Tip	You can mark outgoing messages as high priority. Open the Options menu and select Set Priority To High.

5. Select one of the following buttons:
   - ***Send*** connects and sends all messages immediately. (If you select ***Send*** and the message cannot be sent for any reason, the message is stored in your ***Outbox***. VersaMail makes up to three attempts to automatically send the message; if automatic send is not successful, an alert message appears from which you can manually reattempt to send the message again.)
   - ***Drafts*** saves the message so that you can continue working on it at another time.

Tip	If you are composing a message and need to switch to another application (such as the Phone application), the message text you entered will be displayed when you return to the VersaMail application.

Attaching Pictures and Videos



1. Create the message to which you want to attach the picture or video.
2. On the ***New Message*** screen, select the ***paper clip*** icon in the upper-right corner of the screen.
3. Select ***Photo/Video*** from the ***Type*** pick list.
4. On the ***Select Media*** screen, select the ***Album*** pick list to go to the album containing the picture or video you want, and then check the box to the left of the picture or video.
5. Select ***Done***.

Tip	Repeat steps 3 and 4 to attach more than one picture or video to a message. To remove an attachment, select the file in the **Attachments** box, and then select **Delete**.

Attaching Voice Memos

1. Create the message to which you want to attach the voice memo.
2. On the ***New Message*** screen, select the ***paper clip*** icon in the upper-right corner of the screen.
3. Select ***Voice Memo*** or ***Voice Memo (wav)*** from the ***Type*** pick list.
4. Select the voice memo you want, and then select ***OK***. If you selected ***Voice Memo (wav)***, select the voice memo you want in the ***Type*** box, and then select ***Add***.
5. Select ***Done***.

Attaching Word, Excel®, and PowerPoint® Files

1. Create the message to which you want to attach the item.
2. On the ***New Message*** screen, select the ***paper clip*** icon in the upper-right corner of the screen.
3. Select ***Documents*** from the ***Type*** pick list.
4. Select the file you want on the ***Documents*** screen.
5. Select ***Done***.

Tip	*Repeat steps 3 and 4 to attach more than one file to a message. To remove an attachment, select the file in the Attachments box and then select Delete.*

Attaching Other Types of Files

1. Create the message to which you want to attach the item.
2. On the ***New Message*** screen, select the ***paper clip*** icon in the upper-right corner of the screen.
3. Select the type of file to attach—for example, ***Address***, ***Appointment***, or ***Memo***/***Text***—from the ***Type*** pick list. To attach a ringtone, select ***Sounds***.

4. Select the file you want from the list in the ***Type*** box, and then select ***Add***. If you selected ***Sounds***, select the ringtone from the ***Manage Sound*** list, and then select ***Insert***.
5. Select ***Done***.

Tip	*Repeat steps 3 and 4 to attach more than one file to a message. To remove an attachment, select the file in the Attachments box, and then select Delete.*

Viewing Attachments

You can open a number of attachment types (for example, Microsoft Word, Excel®, and PowerPoint® files, PDF files, sound files, and photos) with the built-in software on your device.

1. From any folder, open the message with the attachment you want to view. (Messages with downloaded attachments are indicated by a paper clip icon to the left of the message icon.)

Note	*If an attachment is not downloaded because it is larger than your maximum message size, the paper clip icon does not appear, and the attachment is not displayed at the bottom of the message screen. Select More to download and display any attachments.*

2. Select the attachment name to view it in the default viewer on your device.
   –or–
   Select the folder icon to the left of the attachment name to open a menu of tasks you can do with the attachment, including ***View***, ***Install***, or ***Unzip***, depending on the attachment file type; ***Save*** to save the attachment to your device or to an expansion card; or ***Select Viewer*** to select the application you want to use to view the attachment.
3. When you have finished with the attachment, select ***Done*** to return to the ***Attachments*** dialog box. (If there is no ***Done*** button, press ***Applications*** [⌂] and select ***Email*** to return to the ***Inbox*** of the account you were using in the VersaMail application.)

Deleting a Single Email Message

When you delete a message, it moves to the ***Trash*** folder.

1. To delete a message from the ***Inbox*** or another message screen, highlight the message, and then press ***Backspace*** . (To delete a message you are reading or composing while the message is open, just press ***Backspace*** .)
2. Select ***OK*** to confirm the deletion.

Tip	*To delete a single message, you can also highlight it, press Right on the 5-way, and then select Delete.*

Tip	*When you delete a message in Message view, by default you return to the Inbox. You can change the setting so that you go to the next message instead. From the Options menu, select Preferences, select Deletion, and then select Go to Next Message from the After deleting a message pick list.*

Deleting Multiple Email Messages

1. On the ***Inbox*** or another folder screen, select the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus so that it touches the bullet to the left of each message. Lift the stylus and drag it again to select more adjacent messages.
2. Press ***Menu*** .
3. Select ***Delete*** on the ***Message*** menu.
4. If a confirmation message appears, select ***OK*** to confirm the deletion.

Deleting Email Messages by Date

You can quickly delete a group of messages by selecting a range of dates.

1. From the ***Inbox*** or any folder, press ***Menu***.
2. Select ***Delete Old*** on the ***Message*** menu.
3. Select the folder and a date range for the messages you want to delete.
4. Select Delete.
5. Select Also delete message(s) on server if you want to delete the messages from the server now. (If you delete a message on the server, you cannot retrieve it and view it again later.)
6. Select ***OK***. (If a confirmation dialog box appears, select ***OK*** to confirm deletion.)

Tip	*To empty (or purge) the Trash folder, open the Message menu and select Empty Trash. See the* User Guide for the VersaMail Application *located on your Palm Software Installation CD, or visit palm.com/us/support/centro/centro_sprint for more information.*

Switching Between Email Accounts

You can switch between different email accounts—for example, between your work and your personal account.

1. From any mailbox screen, press ***Menu***.
2. Select ***Accounts***, and then select an account.

Setting Email Preferences

You can customize the VersaMail settings for each individual email account on your Centro device. The preferences you set apply only to the email account you are currently viewing. If you have multiple accounts, configure each account separately.

You can customize the display of your mailbox screens, how and when to get new messages, alert sounds, reply options, and more. For complete instructions on customizing your email

settings, see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD, or visit palm.com/us/support/centro/centro_sprint for more information.

Downloading New Email Messages Automatically

You can set up ***VersaMail*** to automatically download new email messages to your device.

1. From any mailbox screen, press ***Menu***.
2. Select ***Options***, and then select ***Preferences***.
3. Select ***Auto Sync***.

Tip	*For more information on working with Microsoft Exchange ActiveSync® accounts, see the* User Guide for the VersaMail Application *located on your Palm Software Installation CD, or visit palm.com/us/support/centro/centro_sprint.*

4. Check the ***Mail*** box next to the ***Auto-sync*** option.
5. Select the ***Every*** pick list and select the time interval, from 5 minutes to 12 hours. (If you set a more frequent interval, you may need to recharge your device's battery more often.)
6. Select the ***Start Time*** and ***End Time*** boxes, and then select the ***hour***, the ***minute***, and ***AM*** or ***PM*** to enter the time for the first and last Auto Sync to take place. Select ***OK***.
7. Select the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each email account.
8. Select ***OK***, and then select ***Get***. (Doing this ensures that only new messages are retrieved during your next Auto Sync retrieval.)

Playing Sounds When New Email Arrives

When new email messages arrive, an alert appears on the ***Alert*** screen (see “Viewing and Using the Alert Screen” on page 99 for information). In addition, when you schedule Auto Sync for a given account, you can choose a sound—such as a bird, a phone, or an alarm—to let you know when new email arrives.

1. From any mailbox screen, press ***Menu***.
2. Select ***Options***, and then select ***Preferences***.
3. Select ***Alerts***.
4. Check the ***Alert me of new mail*** box.
5. Select the ***Alert Sound*** pick list, and then select a sound. The device plays a brief demo of the sound.
6. Select the ***Vibrate*** pick list, and then select an option for when you want your device to vibrate.
7. Select ***OK***.

Setting Options for Receiving Email Messages

1. From any mailbox screen, press ***Menu***.
2. Select ***Options***, and then select ***Preferences***.
3. Select ***Incoming***.
4. Set any of the following preferences:
   - ***Get*** indicates whether to get message subjects only or entire messages.
   - ***Ask Every Time*** (IMAP accounts only) indicates whether you want to see a dialog box for choosing subjects only or entire messages each time you retrieve email. If the box is unchecked, messages are retrieved according to the option you select in the ***Get*** pick list.

- ***Unread messages*** downloads only unread mail to your device (IMAP accounts only). If you don't choose this option and you select ***Get***, all your messages on your provider's mail server are downloaded to your ***Inbox***, including messages you have already read.
- ***Mail from last*** gets messages sent within the number of days you specify (default is 3).
- ***Download attachments*** allows files attached to email to be automatically downloaded to your device. Attachments that exceed the maximum message size cannot be downloaded.
- ***Maximum message size*** sets the maximum size limit, in kilobytes (KB), for how much of an incoming email message is downloaded. The maximum size of an incoming message is 5KB by default (that is, the first 5KB of all incoming email messages is downloaded), but you can enter any size up to 2,048KB (approximately 2 megabytes, or 2MB), including attachments.

Note	*The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments. To view a message whose total size is greater than the maximum message size you select but is less than 5MB, you need to select* **More** *on the message screen to fully download the message.*

- ***Message Format*** sets the format in which you retrieve messages. If you choose ***HTML***, any messages sent in HTML format appear with basic HTML formatting intact. Other messages appear as plain text. If you choose ***Text***, all messages appear as plain text, regardless of the format in which they were sent.

Note	*VersaMail sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.*

- Select ***OK***.

Attaching a Signature to a Email Message

You can attach a personal signature, with information such as your company's address and its fax and telephone numbers, to the bottom of all messages you send.

1. From any mailbox screen, press ***Menu*** (OK).
2. Select ***Options***, and then select ***Preferences***.
3. Select ***Signature***.
4. Check the ***Attach Signature*** box.
5. Enter your signature information, and then select ***OK***.

Getting Messages From Your Corporate Microsoft Exchange Server Onto Your Device

Microsoft Exchange ActiveSync works with the ***Calendar***, ***Contacts***, and ***VersaMail*** applications on your device to directly access corporate groupware information on a Microsoft Exchange 2003 or 2007 server. Information in these applications is pushed using Microsoft Direct Push directly from the server to your device or wirelessly synchronizes directly with the server from your device without using a desktop computer.

A Microsoft Exchange ActiveSync account interacts with your desktop software as follows:

- Microsoft Outlook: Information in ***Calendar***, ***Contacts***, and ***VersaMail*** on your device is pushed using Microsoft Direct Push or syncs with the server; it does not sync directly with Outlook on your desktop. However, if the server pushes information to or syncs with Outlook on your desktop, any information you enter in these applications on your device also appears in Outlook after the next server push or sync.

Note	*Microsoft Direct Push is a feature provided by Microsoft Exchange ActiveSync that pushes email messages, Calendar events, meeting invitations, and updated contact information it receives onto your device.*

- Palm® Desktop software*:* Information in ***Calendar***, ***Contacts***, and ***VersaMail*** on your device does not sync with and does not appear in Palm Desktop software on your computer.

Information in other applications on your device, such as ***Tasks*** and ***Memos***, continues to sync with and appear in the desktop software on your computer (Outlook or Palm Desktop).

For complete information on using a Microsoft Exchange ActiveSync account, see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD, or visit palm.com/us/support/centro/centro_sprint for more information.

Messaging

In This Section

- Creating and Sending Messages
- Receiving Messages
- Using Messaging to Chat
- Managing Your Messages
- Customizing Your Messaging Settings
- Using Online Services
- Using Sprint Instant Messaging

Creating and Sending Messages

You can exchange brief text messages with other wireless phones that have text messaging capability. You can also send Sprint Picture Mail messages (including images, videos, voice memos, and text) to other users. Both text messages and Sprint Picture Mail messages can also be sent to email addresses. Before you use your Palm Centro™ smart device to send or receive messages, please verify pricing and availability with Sprint.

Before you use Messaging, make sure your phone is turned on, as described in "Turning Your Device's Phone On and Off" on page 61.

Creating and Sending a Text Message

You can exchange text messages of up to 160 characters.

Note	*If you send a text message to an email address, the email address is deducted from the 160-character count.*

1. Press ***Messaging*** ✉.
2. Select ***New***.
3. Select the ***To*** field to address the message:

   - Press ***Center*** ◯. If the recipient's name appears in the list of recent addresses, select it from the list.
   - If the recipient is in your ***Contacts*** list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.
   - If the recipient's name isn't in the list of recent addresses or your ***Contacts*** list, enter the phone number or email address.
   - If you address the message to a short code, the text and corresponding number is displayed when you jump down to the body of the message. Short codes (also

known as short numbers) are brief, easy to remember telephone numbers and text codes used to send text and multimedia messages for voting, polling, contests, surveys, chat, games, and other applications. For more information on short text codes, visit *usshortcodeswhois.com*.

Tip	*If you see numbers when you expect to see letters (or the other way around), you need to turn Option Lock on by pressing Option twice or turn it off by pressing Option once.*

4. Press ***Down*** ▼ to jump to the body of the message.
5. Enter your message or select ***QuickText*** to insert predefined phrases. To insert emoticons, select .

Tip	*Some symbols can't be used in text messages. The Messaging application automatically replaces invalid characters.*

6. (Optional) Press ***Menu***, and then select ***High Priority*** or ***Normal Priority*** on the ***Compose*** menu to set an urgency level for the message.
7. Select ***Send***.

If you are out of a coverage area or if your device is off, outgoing messages go into the ***Outbox*** folder. When you return to a coverage area, your pending messages are sent automatically and are transferred to the ***Sent*** folder.

Creating and Sending a Sprint Picture Mail Message

Sprint Picture Mail messages consist of pictures, videos, text, and sounds. You can include pictures and videos you captured with the built-in camera as well as any of the following items:

- ***Pictures***
- ***Videos***

- *Text messages*
- *Voice memos*

The first time you share a picture or video, you are prompted to establish a Sprint Picture Mail account and password. Enter a four- to eight-digit alphanumeric password and press *Center* ◯. Once you receive confirmation, you can continue to send or upload pictures and videos.

Note	*For information about the terms of your Sprint Picture Mail service, please visit sprint.com.*

1. Press *Messaging* ✉.
2. Select *New*.
3. Select the *To* field to address the message:
   - Press *Center* ◯. If the recipient's name appears in the list of recent addresses, select it from the list.
   - If the recipient is in your *Contacts* list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.
   - If the recipient's name is not in the list of recent addresses or your *Contacts* list, enter the mobile number or email address.

Tip	*You may need to press Option to enter letters or numbers. The Option Lock setting defaults to the setting you used the last time you addressed a message.*

4. Select *Add media*.

5. Select the ***Media*** icon and select one of the following:

   - ***Attach from*** device lets you attach a picture or video from your device.
   - ***Attach from Online*** lets you attach a picture or video from your online album. See "Using Your Online Album" on page 192 for information.
   - ***Take new picture*** prompts you to take a new picture with the built-in camera and attach it to the message.
   - ***Take new video*** prompts you to capture a new video with the built-in camcorder and attach it to the message.
6. (Optional) Repeat step 5 for each item you want to attach.
7. Enter your message or select ***QuickText*** to insert predefined phrases. To insert emoticons, select .
8. Select ***Send***. If the Welcome screen appears, select Continue.

Your device uploads the pictures or videos to the Sprint Picture Mail Web site (*sprint.com/picturemail*), creates a private Guest Book for the recipient on the Sprint Picture Mail Web site, and sends your message to the recipient. The recipient can then use a Web browser to access this private Guest Book to view the pictures or videos and to enter comments. You can view the comments later from the Sprint Picture Mail Web site.

If you are outside a coverage area or if your phone is off, outgoing messages go into the ***Drafts*** folder. When you return to a coverage area, you can open the message in the ***Drafts*** folder and send it.

Messaging Tips

- You can address messages to multiple recipients by separating the addresses with a comma.
- When entering message text, you can insert emotive symbols by pressing and holding ***Center*** and selecting emoticons, or insert predefined QuickText phrases by selecting ***QuickText*** and then selecting a phrase. To add a new phrase, select ***Edit QuickText*** from the list.

- Not all the symbols that are available on your device can be used in your messages. The Messaging application automatically replaces invalid characters before it sends messages.
- You can send and receive text messages (but not Picture Mail messages) even while you are on a phone call. This is easiest when using the hands-free headset or speakerphone.

Receiving Messages

When your phone is on and is in an area of wireless coverage, you automatically receive new text messages. You can also configure your device to notify you when a message arrives (see “Selecting Messaging Alert Tones” on page 150).

The new message alert may include any of the following buttons:

- ***OK*** dismisses the alert and places the message in your Inbox.
- ***Reply*** opens ***Chat*** view, where you can reply with a text message. To reply to a message using Sprint Picture Mail, select ***Add*** from ***Chat*** view.
- ***Call Back*** dials the sender’s phone number.
- ***Go To Msg*** opens the message so you can view its full contents. If the message is a reply to a previous message, the message opens in ***Chat*** view.
- ***Go To URL*** opens the Web browser so you can view the full contents of the message in your online Sprint Picture Mail account. See “Working With Your Online Picture Mail Album” on page 193 for details.
- ***Delete*** deletes the received message directly from the message alert.

Tip	*If you have multiple alerts, the Alert screen displays all your pending alerts. Select an alert to jump to that item, or check the box to clear that alert. To view all your pending alerts from any screen on your device, press and hold Center on the 5-way.*

Using Links in Messages

When you receive a message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go directly to the Web page.

1. Press ***Messaging*** [✉].
2. Select the message that contains the link you want to use.
3. Select the phone number, email address, or URL (appears as underlined blue text).

Your device automatically opens the appropriate application from the link.

Arranging Your Messages

You can rearrange the messages in any folder by using the ***Sort*** command.

1. Press ***Messaging*** [✉].
2. Select the folder list in the title bar, and then select the folder you want to sort.
3. Press ***Menu*** [☰].
4. Select ***View***, and then select ***Sort by Name*** or ***Sort by Date***.

Deleting Messages

You can delete several messages at once from any folder by using the ***Purge*** command.

1. Press ***Messaging*** [✉].
2. Select the folder list in the title bar, and then select the folder that contains the messages you want to delete.
3. Press ***Menu*** [☰].
4. Select ***Purge*** from the ***Message*** menu.
5. Select the ***Purge*** pick list, and then select an option.
6. Select ***OK***.

Using Messaging to Chat

When you exchange more than one message with a single contact, the messages you exchange with that person are grouped into a chat session. When you select a chat session from your message list, the upper part of ***Chat*** view displays all text messages you've exchanged with this contact, and the lower part provides an entry area. You can carry on multiple chats at the same time and easily switch between them, using the pick list at the top of the screen.

1. Press ***Messaging*** ✉.
2. Do one of the following:
   - To start a new chat, select a message and reply to it.
   - To continue an existing chat, select a message with the chat 👎 icon.
3. Enter your message.
4. Select ***Send***.

To find a chat you had with someone, open your Messaging ***Inbox*** and select a chat session.

Tip	*To add pictures, sounds, or videos to your message, select Add.*

Managing Your Messages

The message descriptions in the Inbox, Outbox, and Sent folders show the message status:

- Unread messages appear in bold.
- Read messages appear in plain text.
- Urgent messages appear with a red exclamation point (!).

The following icons show the message type and additional status information:

A text message

A Picture Mail message

A voicemail page

A chat session

A text message with an error

A Picture Mail message with an error

Customizing Your Messaging Settings

1. Press ***Messaging*** [✉].
2. Press ***Menu*** [OK].
3. Select ***Options***, and then select ***Preferences***.
4. On the ***Messages*** tab, set any of the following preferences for your individual messages:
   - ***New message*** indicates whether you default to a text message or a Sprint Picture Mail message when you create a new message.
   - ***Confirm message deletions*** indicates whether deletion confirmation prompts appear.
   - ***Privacy Mode (hide text)*** indicates whether the body text appears in the alert when you receive a new message.

5. Select the ***Chat*** tab and set any of the following preferences for chat sessions:

   - ***Create chats from messages*** indicates when you want to group text messages from the same person into a chat.
   - ***Show timestamps in chats*** displays next to each message the local date and time the message was sent.
   - ***Display my name in chat window as*** indicates the text label for your messages in ***Chat*** view.
   - ***Label color*** sets a color to differentiate your messages from the sender's messages in ***Chat*** view.
   - ***Use color for*** indicates whether both your name and message appear in a different color, or only your name.
6. Select ***OK***.

Selecting Messaging Alert Tones

1. Press ***Messaging***.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Alerts***.
4. Select the ***Application*** pick list, and then select ***Messaging***.
5. Select the ***Volume*** pick list, and then select the volume level.
6. Select the ***Vibrate*** pick list, and then select when you want the vibrate option to turn on.
7. Select the ***Message Tone*** pick list, and then select a tone for incoming message alerts.

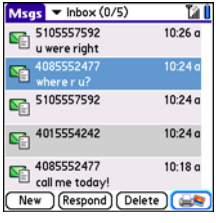
8. Check the ***Show Message Alerts*** box if you want to see an onscreen alert when a new message arrives.
9. Select ***Done.***

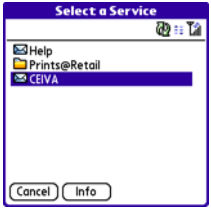
Using Online Services

Sprint Picture Mail Online Services let you access printing and other services for photos and videos when you compose and send a Picture Mail message from your Centro device. For example, if you send a message containing a picture, you can select an online printing service to print and deliver a copy of the picture to you. Additional fees may be required to use Online Services.

Accessing Online Services

1. Press ***Messaging*** [✉].
2. Select ***Online Services*** in the lower-right corner of the screen.
3. If prompted, enter or create a password.
4. If the ***Welcome!*** screen appears, select ***Continue***.
5. Select the service you want to use.
6. Create your Picture Mail message as described in “Creating and Sending a Sprint Picture Mail Message” on page 143. The media you include with the message is sent to the service you select for processing.





Using Sprint Instant Messaging

Sprint Instant Messaging (IM) is a form of real-time communication between two or more people based on the exchange of short, simple text messages via computer or smart device. You can see which of your contacts are available to participate in an IM conversation or chat. You initiate a chat by selecting an available contact and sending a message.

Instant messaging on your Centro device is similar to instant messaging on your computer. Using the IM application, you can sign on to up to three IM communities, send and receive instant messages, and view contact status information, and manage your presence. You can switch among IM communities with a touch of the 5-way.

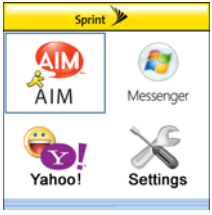
Messages are billed to the owner of the device no matter which IM account you use.

Signing On to IM

If you are signing on to your existing IM account on your Centro smart device, sign on to the community using your existing username or email address, whichever your provider requires, and password.

Note	*Some service providers allow you to sign on to multiple devices at the same time; for example, both your Centro smart device and your computer. On other providers, signing on to an existing IM account on your smart device may automatically sign you out of another currently running IM session. After signing on to IM, you can receive messages and alerts even if IM is not the active application.*

1. Press *Applications* [⌂] and select IM .
2. Select an IM community.
3. Enter your username and password in the form requested by the IM community.
4. (Optional) Select Save Password to have your password stored in IM.
5. (Optional) *Select* Auto Sign On to automatically sign on to the IM community whenever you select it.
6. Select Done or Sign On.



Once you sign on, you can add contacts to establish a list of people you want to correspond with via Instant Messaging. You can also indicate whether or not you are available for Instant Messaging.

Sending a Message

You can select Quick Text and emoticons to make your messages quick and easy to enter or you can simply enter text in the usual way.

1. Sign on to an IM community.
2. Select Send Message To and select a recipient from your contacts list.
3. Enter the text of your message and select Send.

Receiving a Message

You can receive messages as long as you are signed on to an IM community. A beep announces the arrival of an IM message.

1. When you hear a beep, press *Applications* [⌂] and select IM .
2. Select an IM community you are signed on to. If you don't see your message, use the *5-way* ◯ to switch among IM communities until your message is visible.

Leaving IM

You can either exit an IM community or sign out.

- When you select Exit, you can go to other applications and return without signing in again. Conversations remain active.
- When you select Sign Out, you are asked to confirm that you want to terminate the session and end all active conversations. When you confirm, you officially sign out, and your contacts see you as unavailable. To resume instant messaging, you must sign in again to the IM provider.

Browsing the Web

In This Section

- Viewing a Web Page
- Working With Web Pages
- Working With Bookmarks and Saved Pages
- Customizing Your Web Browser Settings

The Web browser on your Palm Centro™ smart device provides quick and easy access to Web pages. You can view most of the sites you use on your computer, including those with security and advanced features such as JavaScript and frames. To browse the Web, you must activate Sprint Power Vision data services. See “Enabling Sprint Power Vision” on page 104.

Viewing a Web Page

The Web browser uses patent-pending technology to optimize Web pages for your device. By default, the browser reformats Web pages into a single column and resizes images on your screen. That way, you can see most of the content without scrolling left or right.

1. Make sure your phone is turned on (see “Turning Your Device’s Phone On and Off” on page 61).
2. Press ***Applications*** and confirm that data services are available. You should see either the or the icon.

Note	*If you do not see either of the above icons, data services are not available in your current location and you cannot connect to the Internet.*

3. Select ***Web***.
4. Enter a Web page address (URL) in the address bar and select ***Go***. If you browse to a secure Web page, a lock appears in the address bar.
5. Do any of the following to navigate within the Web page:
   - ***View a page in wide layout format*** (as on your computer): Press ***Menu***, select ***Options***, and then select ***Wide Page Mode***.
   - ***Scroll through the page:*** In ***Optimized Mode*** (the default format, which is optimized for your device screen), press ***Up*** or ***Down***. In ***Wide Page Mode***, press ***Up***, ***Down***, ***Left***, or ***Right*** to scroll in all directions.

- ***Follow a link to another Web page:*** In ***Optimized Mode***, highlight the link by pressing ***Up*** ▲, ***Down*** ▼, ***Left*** ◀, or ***Right*** ▶, and then press ***Center*** ◯ to go to the selected page.

Tip	*In Wide Page Mode, use the stylus to tap a link.*

- ***Submit a form:*** Enter the information and then select the onscreen button to submit the form. If the form doesn't have an onscreen button, press ***Return*** ↵.

6. Use the ***5-way*** ◯ to access any of the following icons in the title bar:

Tip	*To quickly jump to the title bar from anywhere on a Web page, press Space to go to the address bar, and then press Up on the 5-way.*

Goes to the previous Web page.

Goes to the next Web page.

Refreshes the page with the latest content from the Internet.

Opens a list where you can select ***Fast Mode*** (no images or style sheets) or ***Normal Mode*** (with images and style sheets).

Opens a dialog box where you can enter a Web address you want to go to or view a list of recently viewed Web pages.

Goes to your home page.

Displays a list of your bookmarks and saved pages.

Tip	*The navigation bar shows status information while a page is loading. You don't have to wait for a page to fully load to navigate within the page or to select a link to another page. However, if you select a link while a page is loading and you receive a message saying that JavaScript is not ready, wait for the page to finish loading and then select the link again.*

Working With Web Pages

Downloading Files From a Web Page

The Web browser lets you download files that are recognized by one of the applications on your device. When you download a file, you can open it in the application that recognizes the file. For example, if you download a picture, you can view it later in the Pics&Videos application. If a file is not recognized by any of the applications on your device, you can download the file to an expansion card, but you cannot open it on your device.

You can download files such as new applications, and choose to play or save music and video files in many popular formats—provided that the Web site permits the downloading of files.

Item	*Supported File Types*
Pictures	JPEG, BMP, WBMP, GIF, PNG
Videos	MP4, 3G2, ASF
Ringtones	MIDI, QCELP, AAC, AAC+
Music	MP3

1. Go to the page that contains the link to the file you want to download.
2. Press ***Left*** ◀ or ***Right*** ▶ to highlight the link to the file, and then press ***Center*** ◯.
3. If prompted, select what you want to do with the file: ***Play***, ***Save To Device***, or ***Save To Card***.

4. Select *Yes*.

Tip	*You can also save an image from a Web page by tapping and holding it with the stylus. In addition, you can access software and other downloads using the Downloads bookmark.*

Streaming Files From a Web Page

The Web browser lets you stream files that are recognized by one of the applications on your device. For example, you can choose to play music and video files in many popular formats, such as MP3, WMA, and WMV.

1. When the Web browser recognizes streamed content on a Web page, it displays a ***Play*** Play icon. To view or listen to the streamed content, tap ***Play*** Play.
2. Once streaming begins, playback starts automatically. Use the following controls when viewing or listening:
   - Select to return to the original Web page.
   - Select or press ***Center*** to pause playback.
   - Select or press ***Center*** to resume playback after pausing.
   - A few seconds after playback begins, the toolbar is hidden and you can view the content on the full screen. Press ***Up*** ▲ or ***Down*** ▼ to display the toolbar; press ***Up*** ▲ or ***Down*** ▼ again to hide the toolbar again.
   - Press the ***Volume*** button on the side of your device to adjust the volume.

Note	*If the Web browser recognizes streamed content that is not supported by any application on your device, a "Media type not supported" message appears.*

Copying Text From a Web Page

You can copy text from a Web page and paste it into other applications.

1. Use the stylus to highlight the text you want to copy.
2. Press ***Menu***.
3. Select ***Edit***, and then select ***Copy***.
4. Go to the application in which you want to paste the text, and then use the ***5-way*** or the stylus to position the cursor where you want to paste the text.
5. Press ***Menu***.
6. Select ***Edit***, and then select ***Paste***.

Returning to Recently Viewed Pages

The ***History*** list stores the addresses of the last one hundred pages you visited. Items in the ***History*** list are sorted chronologically.

1. From ***Page*** view, press ***Menu***.
2. Select ***History*** from the ***Page*** menu.
3. Press ***Down*** to navigate through the list.
4. Select the Web page you want to load.

Tip	*To clear all items from the History list, select Clear All. To bookmark any page on the list, highlight the page and then select Bookmark. If you clear all History list items, the Web browser does not suggest any entries when you begin entering a Web address, even if you have the Auto-complete feature turned on (see "Customizing Your Web Browser Settings" on page 163 for information on Auto-complete).*

Finding Text on a Web Page

1. From ***Page*** view, press ***Menu***.
2. Select ***Find Text on Page*** on the ***Page*** menu.

3. Enter the text you want to find.
4. Check or uncheck the ***Wrap Search*** box to indicate whether you want the search to wrap from the end of the page to the beginning when the search reaches the end of the page.
5. Select ***Find*** to start the search.

Working With Bookmarks and Saved Pages

Creating a Bookmark

With bookmarks, you can quickly access a Web page without entering the address every time. The Web browser can store up to one hundred bookmarks or saved pages, allowing you to open your favorite Web pages quickly. Note that a bookmark is different from a favorite button (see "Defining Favorite Buttons" on page 78).

1. Go to the page you want to bookmark.
2. Press ***Menu***.
3. Select ***Add Bookmark*** from the ***Page*** menu.
4. (Optional) Change the entries in the ***Name*** and ***Description*** fields.
5. Select ***OK***, and then select ***OK*** again.

Saving a Page

You can use the Web browser to save a page for offline viewing, so that you don't need an Internet connection to view it later.

1. Go to the page you want to save.
2. Press ***Menu***.
3. Select ***Save Page*** from the ***Page*** menu.
4. Select ***OK,*** and then select ***OK*** again.

Viewing Bookmarks or Saved Pages

Bookmarks and saved pages appear in ***Bookmarks*** view. Saved pages are indicated by a small triangle in the upper-right corner of the bookmark.

1. Select the ***Bookmarks*** icon.
2. Select the bookmark or saved page you want to view.

Editing or Deleting a Bookmark or Saved Page

1. From ***Bookmarks*** view, press ***Menu***.
2. Select ***Edit Bookmarks*** from the ***Bookmarks*** menu.
3. Select the bookmark or saved page you want to edit or delete.
4. Enter the desired changes.
5. Select ***OK***.

Arranging Bookmarks and Saved Pages

Bookmarks view includes ten pages of bookmarks, so that you can arrange bookmarks and saved pages in a logical fashion. For example, you can store travel links on one page, stock links on another, and business links on a third page.

1. From ***Bookmarks*** view, press ***Menu***.
2. Select ***Edit Bookmarks*** on the ***Bookmarks*** menu.
3. Enter a title for this page of bookmarks.
4. Use the stylus to drag and drop a bookmark into another slot on the current page of bookmarks. To move a bookmark to a different page, drag and drop it onto the ***Bookmark Page*** icon.
5. Select ***OK***.

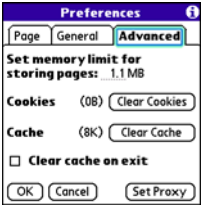
Customizing Your Web Browser Settings

1. Press *Menu*.
2. Select *Options*, and then select *Preferences*.
3. Select *Page* and set any of the following preferences:
   - *Start With* indicates which view is displayed every time you open the Web browser.
   - *Home Page* indicates which Web page appears when you select .
   - *Restore Default* resets the home page to the original Sprint Power Vision home page if you changed it.
   - *Show Address Bar* indicates whether the Web address appears in *Page* view. When the address bar is visible, you can select the pick list next to it to go to a previously viewed page, or enter a URL directly from *Page* view.

4. Select *General* and set any of the following preferences:
   - *Auto-complete* indicates whether the Web browser suggests text, based on your previous entries, when you enter information.
   - *Disable cookies* indicates whether Web sites can store personalized information on your Centro device. Some sites do not work properly if you select this option.
   - *Disable Javascript* bypasses JavaScript elements on the Web pages you view.
   - *Tap and Drag* indicates whether dragging the stylus selects text or scrolls through the content of the page.

- ***Normal mode/Fast mode*** indicates whether you want to hide selected items so that Web pages load faster. When you select ***Fast Mode***, you can set the following options:
  - ***Disable cascading style sheets*** indicates whether style sheets are applied when you load a Web page. When style sheets are disabled, pages download faster, but you may lose some of the formatting.
  - ***Don't download images!*** indicates whether images appear when you load a Web page. If you select not to view images, you can still see any image by tapping and holding the placeholder box on the Web page with the stylus.

5. Select ***Advanced*** and set any of the following preferences:



- ***Set memory limit for storing pages*** sets the amount of memory used for your cache. Pages are cached so that they load faster the next time you view them.
- ***Cookies*** indicates how much memory is being used by cookies. To free up this memory, select ***Clear Cookies***.
- ***Cache*** indicates how much memory is being used by your cache to store recent pages and history. To free up this memory, select ***Clear Cache***.
- ***Clear cache on exit*** indicates whether the cache clears each time you exit the Web browser.
- ***Set Proxy*** sets up a proxy server to access the Internet. If your connection requires a proxy server, please contact your Internet service provider or IT administrator for this information.

6. Select ***OK***.

Note	*Setting a proxy server may prevent you from accessing some Sprint Power Vision Web pages.*

Facebook® for Palm

In This Section

- Using Facebook® for Palm

Facebook® for Palm is a social utility that connects you with the people around you. Use Facebook to keep up with friends and family, share photos and videos, and reconnect with old classmates.

Using Facebook® for Palm

To use Facebook for Palm, you must be registered on Facebook (go to *facebook.com*). For complete information, see the *Facebook® for Palm User Guide,* available at *palm.com/us/support/centro/centro_sprint*.

Google Maps

In This Section

- Using Google Maps

Google Maps provides directions, interactive maps, and satellite/aerial imagery of a given region. You can also search for locations by keyword, such as type of business.

Using Google Maps

Before you use Google Maps, make sure your phone is set to Location On. See “Setting Phone Preferences” on page 93.

1. Make sure your phone is turned on and that you are inside a coverage area (see “Turning Your Device’s Phone On and Off” on page 61).
2. Press ***Applications*** and select ***Google Maps***.
3. Press ***Menu***.
4. Do one of the following:
   - Select ***My Location***.
   - Select ***Search***; enter a city, a restaurant, or a hotel (either a specific name or a general category such as pizza); and then select ***OK***. (To search for a contact address, select , select ***Contact Lookup***, and then select the contact.)
   - Select ***Directions*** and enter your start point and end point. (Select ***OK***.)
   - Select ***Show Traffic***.
   - Select ***View Map***.

Using Bluetooth® Wireless Technology and Dial-Up Networking

In This Section

- Connecting to Devices With Bluetooth Wireless Technology
- Using Your Device as a Wireless Modem

Connecting to Devices With Bluetooth Wireless Technology

With your Palm Centro™ smart device's built-in Bluetooth® wireless technology, you can connect to a number of devices enabled with Bluetooth wireless technology, such as a headset, car kit, printer, or GPS receiver, as well as to other phones and handhelds. When you connect to another device, you create a *partnership* (also referred to by terms such as *trusted pair*, *trusted device*, or *pairing*) with that device. If your computer is enabled with Bluetooth wireless technology, you can also synchronize wirelessly or use your phone as a wireless modem.

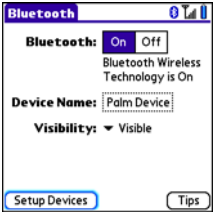
You can create a list of Bluetooth devices that you trust to communicate with your Centro device. When communicating with trusted devices, your Centro device skips the discovery process and creates a secure link as long as the device is within range. Bluetooth range is up to 10 meters in ideal conditions. Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

When you configure a headset (see "Connecting to a Bluetooth® Hands-Free Device" on page 83), the headset is automatically added to your trusted device list. Follow the steps in this section to add other devices to your trusted device list, such as your computer or GPS device enabled with Bluetooth technology.

Entering Basic Bluetooth Settings

To use your Centro device's Bluetooth functionality, you need to turn the Bluetooth feature on, and you may need to make your device either temporarily or permanently visible. You can also enter a name for your device.

1. Press ***Applications*** and select ***Bluetooth***.
2. Select ***Bluetooth On***.
3. (Optional) Enter a device name that identifies your Centro device when it is discovered by other Bluetooth devices.



Note	Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you have already created.

4. Select the ***Visibility*** pick list and select one of the following:
   - ***Visible*** enables Bluetooth devices that are not on your ***Trusted Device*** list to request a connection with your device. Your device remains accessible to other devices until you turn this option off.
   - ***Temporary*** enables Bluetooth devices that are not on your ***Trusted Device*** list to request a connection with your device during the next two minutes. Your device reverts to the ***Hidden*** setting and becomes inaccessible to other devices after two minutes.

Important	For your Centro device to be visible to other Bluetooth devices, the Bluetooth setting must be set to On, and visibility must be set to Visible or Temporary. Your Centro device screen does not need to be turned on. If you are requesting a connection with another device, or if you are accepting a request from a trusted device, your Centro device can be set to any of the Visibility options.

   - ***Hidden*** allows only devices with which you have previously formed a partnership to request a connection with your Centro device. New devices cannot request a connection.

Requesting a Connection With Another Bluetooth Device

1. Press ***Applications*** and select ***Bluetooth***.
2. If you have not already done so, enter the basic Bluetooth settings as described in "Entering Basic Bluetooth Settings" on page 170.

3. Select ***Setup*** Device***s***.
4. Select ***Trusted Devices***.
5. Select ***Add Device***. (The ***Discovery*** icon appears, indicating that the discovery process is active.)
6. Select the ***Show*** pick list and select ***Nearby devices***.
7. Select the device you want to connect with from the ***Discovery Results*** list, and then select ***OK***.

Note	*If the device you're adding isn't in the Discovery Results list, make sure the device is ready to connect (see the device's documentation), and then select Find More on your Centro device to search again.*

8. Enter the same passkey on your Centro device and on the Bluetooth device, and then select ***OK***.

Important	*Some Bluetooth devices have a predefined passkey. If your device has a predefined passkey, you can find the passkey in the documentation for that device. Other Bluetooth devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Centro device and your Bluetooth device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your Centro device. The longer the passkey, the more difficult it is for the passkey to be deciphered.*

9. Select ***Done***, and then select ***Done*** again to return to the Bluetooth screen.

Accepting a Connection From Another Bluetooth Device

1. To prepare your Centro device to be able to accept a connection from a requesting device, enter the basic Bluetooth settings as described in "Entering Basic Bluetooth Settings" on page 170.
2. Enter the same passkey on your Centro device and on the Bluetooth device.

3. If you want to form a partnership with the requesting device, check the ***Add to trusted device list*** box.
4. Select ***OK***.

Note	*Make sure you close the Bluetooth application after you set up devices and partnerships.*

Using Your Device as a Wireless Modem

Dial-up networking (DUN) is the feature that converts the phone on your Centro device into a modem so that you can access the Internet from your computer. You can set up DUN in one of two ways:

- If you have signed up on a Sprint Power Vision with Phone as Modem plan, you can use the ***Sprint Connection Manager*** software on your computer and connect your Centro device to your computer using the USB sync cable; see "Using Your Device's Phone as a Modem" on page 109 for information.
- If your computer is enabled with Bluetooth wireless technology, you can set up your Centro device as a wireless modem using the built-in Bluetooth technology.

  This section describes the process of setting up your device as a wireless modem using the built-in Bluetooth technology.

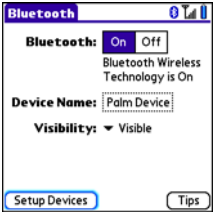
Creating a DUN Connection Using Bluetooth Technology

To configure DUN using Bluetooth technology, complete the following procedures:

- "Creating a Partnership Between Your Device and Your Computer" on page 174.
- "Setting Up Your Computer for a Bluetooth DUN Connection" on page 175.
- "Accessing the Internet Using a Bluetooth DUN Connection" on page 175.

Note	*If your computer is not enabled with Bluetooth wireless technology, you may be able to purchase a wireless Bluetooth adapter accessory for your computer.*

1. Make sure that your computer's Bluetooth setting is on and that your computer is ready to create a Bluetooth partnership. Check the documentation that came with your computer to find and change these settings.
2. On your device, press ***Applications*** and select ***Bluetooth***.
3. Select ***Bluetooth On*** if it is not selected, and then select ***Setup Devices***.
4. Select ***Trusted Devices***.
5. Select ***Add Device***. The discovery icon appears, indicating that the discovery process is active.
6. Select your computer from the ***Trusted Devices*** list, and then select ***OK***.
7. Enter a passkey on the Bluetooth Security screen, and then select ***OK***. The passkey can be any number of up to 16 characters.
8. Enter the same passkey number on your computer when prompted.
9. Select ***Done***, and then select ***Done*** again to return to the Bluetooth screen.



Note	*You must enter the same passkey on your device and your computer. We recommend that you use a passkey of 16 digits, where possible, to improve the security of your Centro device. The longer the passkey, the more difficult it is for the passkey to be deciphered.*

Setting Up Your Computer for a Bluetooth DUN Connection

Dial-up networking must be enabled or installed on your computer. Follow the instructions from the manufacturer of your Bluetooth adapter to enable DUN. Your wireless service provider may provide customized software programs that walk you through the DUN setup process. Check with your wireless service provider to see if such a program is available.

Accessing the Internet Using a Bluetooth DUN Connection

The steps for accessing the Internet on your computer may vary depending on your operating system and how Bluetooth wireless technology is set up on your computer—for example, if it is built-in versus if you are using a wireless Bluetooth adapter. If the following procedure does not work with your computer, check your computer's documentation for how to set up Bluetooth technology to access the Internet using a DUN connection.

Note	*You may need to use a virtual private network (VPN) to access corporate email. Check with your system administrator for more information.*

Before you begin, verify that DUN is enabled on both your computer and your device.

1. Open the Bluetooth screen on your computer and look for the option for paired devices. Check your computer's documentation for how to open this screen and for the name of the paired devices option.
2. Double-click the icon or option representing your device. Your computer connects to your device and shows that DUN services are available.
3. Double-click the ***DUN*** icon.
4. Enter the following in the ***Dial*** field: #777. You do not need to enter anything in the User Name or Password field.
5. Click ***Dial***. Once the connection is successfully established, you can browse the Internet on your computer or download your email.

Tip	*You may be asked if you want to remember this dial text for this connection. We recommend that you choose to remember the dial text to avoid errors and the inconvenience of entering it for every session.*

To verify that you are connected, look for a network connection icon in the taskbar at the bottom of your computer screen. To check the status of the connection, right-click the Bluetooth network icon.

Note	*When a Bluetooth DUN connection is active, you cannot form a partnership with another device or discover another device. You also cannot send or receive information wirelessly directly from your device, browse the Web, or send or receive email messages, and any scheduled automatic email retrievals do not take place. Incoming calls are automatically sent to voicemail. You can make outgoing calls, but the DUN session terminates when you place the call.*

Terminating a Bluetooth DUN Internet Session

- On your computer, right-click the icon or option representing your device, and then click *Disconnect*.

Your Portable Media Device

Sprint ahead

Working With Your Pictures and Videos

In This Section

- Taking Pictures and Videos
- Recording a Video
- Customizing Your Camera Settings
- Viewing Pictures and Videos
- Organizing Pictures and Videos
- Using Your Online Album
- Viewing Pictures and Videos on Your Computer

Taking Pictures and Videos

Your Palm Centro™ smart device comes with an easy-to-use, built-in, 1.3-megapixel camera with 2x digital zoom. You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your device, use your pictures as your wallpaper in the ***Main*** view of the ***Phone*** application, and as caller ID images.

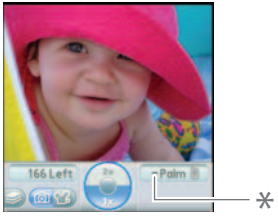
You can also upload pictures and videos to albums on the Sprint Picture Mail Web site (*sprint.com/picturemail*), move them to an expansion card, and copy them to your Windows computer by synchronizing your device with your computer.

Additional fees may apply for Sprint Picture Mail service. Contact Sprint for additional information.

Note	*The camera defaults to 1.3 megapixel (1280 x 1024) resolution. The camera also supports VGA (640 x 480) and QVGA (320 x 240) resolution. The camcorder defaults to CIF (352 x 288) resolution and also supports QCIF (176 x 144) resolution. See "Customizing Your Camera Settings" on page 185 for information on accessing camera and camcorder settings.*

Taking a Picture

1. Press ***Applications*** and select ***Camera***.
2. By default, the ***Camera*** application stores pictures you take in the ***Palm*** album on your device. If you have an expansion card inserted into your device's expansion card slot, the ***Camera*** application creates a ***Palm*** album on the card and stores pictures there. To store the picture in a different location, select the ***album*** pick list in the lower-right corner of the screen, and then do one of the following:
   - Select ***<Album name>*** to store the picture in the selected album. The storage location is based on the location of the album (device or expansion card).



* Album Pick List

   - Select ***New Albums*** to open a dialog box where you can enter an album name and select the storage location (device or expansion card).
3. (Optional) Adjust the ***zoom*** setting by pressing ***Up*** ▲ to select ***2x*** or pressing ***Down*** ▼ to select ***1x***.
4. Point the lens on the back of your device at the subject you want to photograph.
5. Press ***Center*** to take the picture.

6. Select one of the following buttons:

Saves the picture in the location you selected in step 2.

Deletes the picture.

Lets you add a voice caption.

Opens a list of options for sending the picture:

- Select ***Send with PictureMail*** to send the picture as part of a Picture Mail message (see “Creating and Sending a Sprint Picture Mail Message” on page 143).
- Select ***Send with Online Services*** to send the picture using one of the available Sprint Power Vision Online Services (see “Using Online Services” on page 151).
- Select ***Upload to Online Albums*** to upload the picture to your online album (see “Using Your Online Album” on page 192).

Recording a Video

1. Press ***Applications*** and select ***Camcorder*** .
2. By default, the ***Camcorder*** application stores videos you record in the ***Palm*** album on your device. If you have an expansion card inserted into your device’s expansion card slot, the ***Camcorder*** application creates a ***Palm*** album on the card and stores videos

there. To store the video in a different location, select the ***album*** pick list in the lower-right corner of the screen, and then do one of the following:

- Select ***<Album name>*** to store the video in the selected album. The storage location is based on the location of the album (device or expansion card).

* Album Pick List

- Select ***New Albums*** to open a dialog box where you can enter an album name and select the storage location (device or expansion card).

3. Adjust the position of your device until you see the subject you want to record on the screen.

4. Press ***Center*** ◯ to start recording.

5. After you finish recording, press ***Center*** ◯ again to stop.

6. Select one of the following buttons:

Begins playback.

Saves the video in the location you selected in step 2.

Deletes the video.

Opens a dialog box where you can adjust the volume during playback.

Opens a list of options for sending the video:

- Select ***Send with PictureMail*** to send the video as part of a Picture Mail message (see “Creating and Sending a Sprint Picture Mail Message” on page 143).
- Select ***Send with Online Services*** to send the video using one of the available Sprint Power Vision Online Services (see “Using Online Services” on page 151).
- Select ***Upload to Online Albums*** to upload the video to your online album (see “Using Your Online Album” on page 192).

Note	*The video recording screen displays the approximate recording time you have left, based on the space available on your device or expansion card. Actual recording time may vary depending on how fast you are moving, how many colors you are recording, and so on.*

Customizing Your Camera Settings

You can customize the built-in camera's settings for your Centro device.

1. Open ***Camera*** or ***Camcorder***, and then press ***Menu***. If you are in ***Camera*** view, the ***Photo Settings*** screen appears. If you are in ***Camcorder*** view, the ***Video Settings*** screen appears.
2. Adjust any of the following settings:

   - ***Effects*** sets the color palette for the current picture or video. You can't change an item's palette after you take the picture or video.
   - ***Prompt sound*** (Pictures only) sets the sound that plays before you take the picture.
   - ***Shutter sound*** indicates whether a sound is played when you take a picture.
   - ***Microphone*** (Videos only) turns the microphone on and off so that you can record videos with or without sound.
   - ***Resolution*** sets the default size for newly captured pictures or videos.
   - ***Date stamp*** (Photos only) indicates whether the date the picture is taken appears on your pictures.
   - ***Review photos/videos*** indicates whether you can review pictures or videos before saving them and how quickly they are automatically saved.
   - ***Auto naming*** assigns a name to a series of pictures to be captured, such as Seattle001, Seattle002, and so on.
3. Select ***Done***.

Viewing Pictures and Videos

Viewing a Picture

In addition to viewing the pictures you capture with the built-in camera, you can view pictures captured on many popular digital cameras or downloaded from the Internet. Your device supports the following picture formats:

- JPG
- BMP
- TIF
- GIF

1. Press ***Applications*** and select ***Pics&Videos***.
2. Select the album that contains the picture you want to see.
3. Select the picture you want to view.
4. Press ***Right*** or ***Left*** to scroll to the next item in the album.
5. If the picture has a voice caption, select to hear it.
6. Tap the photo or press ***Center*** to return to ***Thumbnail*** view.

Tip	*You can also send a photo or video from Thumbnail view. Select the photo or video, select the Send icon in the lower-right corner of the screen, and then select the sending option you want.*

Viewing a Video

In addition to viewing the videos you capture with the built-in camcorder, you can view videos captured on many popular digital video cameras.

1. Press ***Applications*** and select ***Pics&Videos***.
2. Select the album that contains the video you want to see.
3. Select the video you want to view. Playback begins automatically.
4. Hold down ***Right*** ▶ or ***Left*** ◀ to seek within the current video, or press ***Right*** ▶ or ***Left*** ◀ to scroll to the next item in the album.
5. Tap the video or press ***Center*** to return to ***Thumbnail*** view.

Viewing a Slide Show

1. Press ***Applications*** and select ***Pics&Videos***.
2. Highlight or select the album you want to view.
3. (Optional) Press ***Menu***, select ***Options***, and then select ***Auto-hide Toolbar On***.
4. Press ***Space*** to start the slide show.
5. Tap the screen to return to the previous view.

Tip	*To set slide show options such as background music and transitions, open the Album menu and select Slideshow Setting. Keep in mind that background music overrides audio captions when you're running a slide show. Background music for a slide show also overrides any music that is playing using the Pocket Tunes™ application on your device if you start a slide show.*

Organizing Pictures and Videos

After you take pictures and record videos, you can organize them into albums on your device or use your online album (see “Using Your Online Album” on page 192).

Creating Albums on Your Device

1. Press *Applications* [⌂] and select *Pics&Videos* .
2. Select *Create New Album*.
3. Enter an album name, and then select *OK*.

Tip	*If you have an expansion card inserted into your device's expansion card slot, you can choose to create the album on the card.*

Arranging Albums

After you create an album, you can add items to or remove items from that album.

1. Press *Applications* [⌂] and select *Pics&Videos* .
2. Select the album you want to organize.

Tip	*From Thumbnail view, select the List/Thumbnail icon to the right of the Camera icon in the lower-left corner of the screen to display the list of albums.*

3. Do one of the following:
   - To add pictures or videos to an album, select , or press ***Menu*** , select ***Album***, and then select Add to Album.
   - To remove pictures or videos from an album, press ***Menu*** , select ***Album***, and then select ***Remove from Album***.
4. Select the pictures or videos that you want to add or remove, or select ***Select All*** to add or remove the entire album. (A plus sign [+] indicates that you want to add the item; an X indicates that you want to remove the item.)
5. Select ***Add*** or ***Remove***.

Copying Pictures and Videos

You can copy pictures and videos into another album. You can also copy pictures and videos between your device and an expansion card.

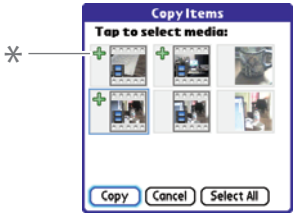
Tip	*Install the Palm® Files application to easily browse and manage pictures and videos on an expansion card. Press Applications, select My Centro, select the Bonus tab, and then select Files.*

1. Press ***Applications*** and select ***Pics&Videos*** .
2. Select the album that contains the picture(s) or video(s) you want to copy.

Tip	*From Camera view or Camcorder view, select the icon in the lower-left corner of the screen to display the list of albums.*

3. Press ***Menu*** .

4. Select ***Copy to*** from the ***Photo*** (or ***Video***) menu.



* Plus Sign (+) Indicates That an Item Is Selected

5. Select the pictures or videos that you want to copy, or select ***Select All*** to copy the entire album. (A plus sign [+] appears next to selected items.)
6. Select ***Copy.***
7. Select the ***Copy items to*** pick list and select whether you want to copy the selected items to your device or to an expansion card.
8. Select the ***Into album*** pick list and select the album you want to copy the selected items to.
9. Select ***Copy.***

Tip	*You can also move pictures and videos between albums. Open the Photo (or Video) menu and select Move to. The remaining steps are the same as those for copying pictures, but the command names display Move instead of Copy.*

Saving a Picture as Wallpaper

You can select a picture to use as wallpaper for the ***Main*** view in the ***Phone*** application.

1. Open the picture you want to save as wallpaper.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Save as Wallpaper***.
4. When the confirmation message appears, confirm by selecting ***Yes***, or decline by selecting ***No***.

Tip	*Press Phone to view the new wallpaper in the Phone application.*

Adding a Picture to a Contact Entry

1. Open the picture you want to add to a contact.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Save as Contact***.
4. Select the contact you want to add this picture to.

Rotating a Picture

1. Open the picture you want to rotate.
2. Press ***Menu***.
3. Select ***Rotate*** from the ***Photo*** menu.
4. Select the orientation.

Deleting a Picture or Video

1. Open the album that contains the picture(s) or video(s) you want to delete.
2. Press ***Menu*** .
3. Select ***Delete*** from the ***Photo*** (or ***Video***) menu.
4. Select the pictures or videos that you want to delete, or select ***Select All*** to delete the entire album. (An X appears next to the selected items.)
5. Select ***Delete***.
6. Select ***Delete*** to confirm the deletion.

Tip	*You can also highlight a picture or video in Thumbnail view, and then press Backspace on your device keyboard to delete the highlighted item.*

Using Your Online Album

Uploading Pictures to Your Online Album

Your Sprint Picture Mail account includes an online album on the Sprint Picture Mail Web site. You can use your online album to store and view pictures from your device or from a computer with Internet access.

Note	*If you have not previously accessed your online album or used Sprint Picture Mail Online Services, you are prompted to create a password.*

1. Press *Applications* and select *Pics&Videos*.
2. Select the album that contains the picture(s) or video(s) you want to upload.
3. Select , and then select *Upload to Online Albums*.
4. Select the picture(s) or video(s) you want to upload.
5. Select *Upload*.

Working With Your Online Picture Mail Album

1. Press *Applications* and select *Pics&Videos*.
2. Select the *album* pick list in the upper-right corner of the screen, and then select *Online*.
3. Select the online album you want to view.
4. Follow the steps described in “Viewing a Picture” on page 186 or “Viewing a Video” on page 187 to view a picture or video.

Tip	*You can also download and play videos from your online album, and you can listen to voice captions that are attached to pictures, too.*

Viewing Pictures and Videos on Your Computer

When you synchronize your smart device, your pictures and videos are copied to your desktop computer. You can view pictures in JPEG format and videos in MPEG-4 format (.3G2 file extension). You can email them to friends by using your desktop email application.

On a Windows computer, you can view and edit synchronized pictures and videos in the Palm Media desktop application. Open Palm® Desktop software and click the ***Media*** icon. You can refer to the Palm Desktop Online Help for information about using the Palm Media desktop application.

Tip	*You can also view, download, and manage your pictures and videos from your computer at sprint.com/picturemail.*

Listening to Music

In This Section

- Sprint Music Manager Overview
- Transferring Music Files From Your Computer (Windows)
- Transferring Music Files From Your Computer (Mac)
- Transferring Music From a CD to Your Device
- Listening to Music on Your Palm Centro™ Smart Device

You can listen to music through the speaker on the back of your device, or through stereo headphones. To listen to music, you need to transfer music files from a desktop application such as Sprint Music Manager or Windows Media® Player (Windows computers) or iTunes (Mac computers). You can then play the music files using the Pocket Tunes Deluxe™ application. Pocket Tunes Deluxe supports MP3, AAC, AAC+, eAAC+, WMA, and WMA DRM file formats.

Important	*From a Windows computer, you can transfer music files to your smart device or to an expansion card (sold separately). Mac users must transfer music files to an expansion card.*

Sprint Music Manager Overview

Sprint Music Manager is a Windows desktop application that keeps all your favorite tunes organized and available. Use Sprint Music Manager to purchase and download music from the Sprint Music Store, copy music files from a CD to your PC, and organize all your songs into playlists.

Note	*Sprint Music Manager is not supported on Mac computers. See "Transferring Music Files From Your Computer (Mac)" on page 203 for information on using a Mac to transfer music files.*

This section includes the following topics:

- "Sprint Music Manager Overview" (below).
- "Accessing the Quick Start Guide" on page 197.
- "Downloading and Purchasing Music From the Sprint Music Store" on page 198.
- "Playing Music With the Sprint Music Manager" on page 198.
- "Searching for Music Files on Your Computer" on page 199.
- "Managing the Files in Your Library" on page 200.

To transfer your music to your device, refer to "Transferring Music Files From Your Computer (Windows)" on page 201.

Sprint Music Manager Overview

To install the Sprint Music Manager desktop software on a Windows PC, follow these instructions:

1. Close any applications that are currently running on your computer, including those that are minimized. (Your computer must have all its resources available to install the software.)
2. Insert the Palm Software Installation CD into the CD drive on your computer.

3. Double-click the ***Sprint Music Manager*** installation option to launch the Sprint Music Manager Installation Wizard. (When the installation wizard opens, follow the onscreen instructions.)
4. Click ***Finish*** to complete the process and reboot your computer. (Rebooting your computer completes the installation of the application and phone drivers.)

Accessing the Quick Start Guide

When you first open the Sprint Music Manager application on your computer, an onscreen Quick Start Guide provides tutorials for the main features.

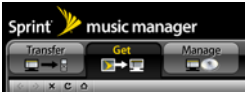
Welcome to the Sprint music manager
Quick Start Guide
Show Me How to Connect My Phone to My Computer
Show Me How to Download Music from Sprint Music Store
Show Me How to Use Sprint Music Manager
Do not ask me again
CLOSE

Click a topic to view a tutorial of that subject.

Tip	*To display the Quick Start Guide at any time, go to the Help menu in the Music Manager application, and then select Quick Start Guide.*

Downloading and Purchasing Music From the Sprint Music Store

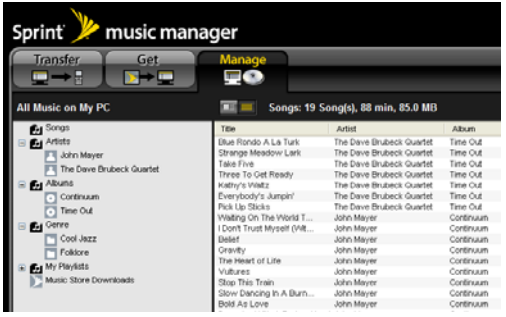
Use the Sprint Music Manager desktop application to access the Sprint Music Store and download music to your computer. You can then transfer the music from your computer to your Centro device.



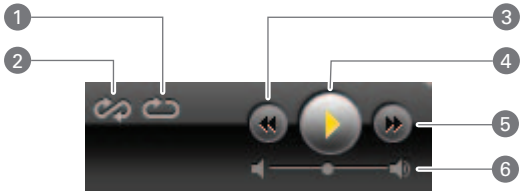
1. Open the Sprint Music Manager application and select the ***Get*** tab from the main window.
2. Enter the username and password for your Sprint online account, or click ***register for access*** if you are a first-time user.
3. Browse genres, or search for a title (see “Searching for Music Files on Your Computer” on page 199).
4. To purchase a song, click a title to highlight it, and then click ***Buy It Now***. (A confirmation message appears.)
5. To download the song, click ***Download***. (When the download is complete, a confirmation message appears.)

Playing Music With the Sprint Music Manager

1. Select the ***Manage*** tab to list all music files found on your PC.



2. By default, the music files are organized by category (including ***Songs***, ***Artists***, ***Albums***, ***Genre***, ***My Playlists***, and ***Music Store Downloads***.)
3. Select a category to display the songs for that category.
4. From the upper-right of the application screen, select one of the following options:



1 Shuffle Songs
2 Repeat
3 Rewind
4 Play/Pause
5 Forward
6 Volume

- Click ***Play*** to begin playback of the selected song.
- Click ***Shuffle Songs*** to randomize the playback of songs in the active playlist.
- Click ***Repeat*** to repeat playback of the entire list of songs in the playlist.
- Click ***Play/Pause*** to play or pause the current song.
- Click ***Rewind*** to play the previous song in the playlist.
- Click ***Forward*** to play the next song in the playlist.
- Use the ***Volume*** slider to adjust the song's volume level.

Searching for Music Files on Your Computer

1. Launch the Sprint Music Manager application and click the ***Manage*** tab.
2. Click ***Add Music*** (bottom-right of the window) to launch the ***Add Music Wizard***.

3. Select a ***Search Type***:
   - ***Quick Search*** looks for any new music files that have not already been added to the Sprint Music Manager.
   - ***Full Search*** scans all hard drives and storage devices connected to your computer. (This search for all music files is recommended during the initial setup of the Music Manager application.)
   - ***Custom Search*** performs a search for music files within a specified folder.
4. Place a check next to the music file format(s) you wish to search for (***MP3***, ***WMA***, ***MP4***, and ***WAV***).

Note	*Any compatible WMA files (without DRM [Digital Rights Management] restrictions) will be detected by Sprint Music Manager and converted to an AAC+ format prior to being uploaded to your device.*

5. Click ***Search*** to begin the search. (A list of all matching music files found on your computer is displayed.)
6. Click ***Finish*** to add the files to Music Manager and return to the ***Manage*** tab. (Click ***Back*** to return to the previous screen and change your search options.)

Managing the Files in Your Library

1. Launch the Sprint Music Manager application and click the ***Manage*** tab.

Note	*All music imported into the Music Manager application is analyzed to register its file format and file properties such as size, artist information, genre, album art, and album information.*

2. Click any category within the left pane to see how Music Manager has begun organizing your files. Some of these categories include:
   - ***Songs*** displays a complete list of all music files which have been added to the Music Manager database.

- ***Artists*** lists songs grouped alphabetically by artist. If an imported song's file properties do not contain artist information, it will be grouped into a generic Artist category.
- ***Albums*** lists songs alphabetically by album.
- ***Genre*** lists songs alphabetically by genre.
- ***My Playlists*** generates a list of playlists detected on your computer. You can add or remove songs from the playlists at any time.
- ***Music Store Downloads*** provides a list of songs which have been purchased from the Sprint Music Store.

3. Manage your playlists using the icons at the bottom of the playlist column:
   - Click ***Rename playlist*** to rename the selected playlist.
   - Click ***Create playlist*** to create a new playlist.
   - Click ***Delete playlist*** to delete the selected playlist.
4. To reorder songs in a playlist, or to move a song to another playlist, right-click the song title and choose an appropriate option from the menu.

Transferring Music Files From Your Computer (Windows)

To play songs on your Palm Centro™ smart device, you must copy audio files from a computer to your device using the included Pocket Tunes Deluxe™ application. Make sure the Pocket Tunes Deluxe application is open before you begin. Files can be copied from a variety

of desktop music applications, including Windows Media Player, Sprint Music Manager, and others.

Note	*There may be restrictions that prevent you from downloading, viewing, and/or copying a video or music file (for example, DVD, CD, or MP3 file). You may also be prohibited from providing copies of the video or music file to any third person. It is your responsibility to ensure that you have obtained the legal right to use the video or music file for personal use and to honor any restrictions imposed by the original content providers.*

If an expansion card is inserted into the device, on a Windows computer, the music files are copied to an "Audio" folder on the expansion card. If you don't have an expansion card inserted, the music files are copied to device memory.

For more information about Pocket Tunes, visit *pocket-tunes.com*.

1. If you are transferring from a Mac computer, insert an expansion card into your device. This step is optional for Windows users.
2. Connect your Centro device to your computer with the USB sync cable.
3. On your device, press ***Applications*** and select ***pTunes***.
4. Select ***Sprint Music Manager*** from the dialog box.
5. From the ***Sprint Music Manager*** application on your computer, select the Transfer tab.
6. Drag and drop the music files from a playlist to the Music Transfer List at the bottom of the screen.
7. Click ***Transfer Now*** to transfer the music from your computer to your Centro device.

MTP Media Player
Windows can perform the same action each time you connect this device.
What do you want Windows to do?
Synchronize media files to this device
using Windows Media Player
Synchronize your music
using Sprint music manager
Take no action
Always perform the selected action
OK
Cancel

Tip	*If you are using Windows Media Player, you can also select the Windows Media Player option. Open Windows Media Player on your computer. Select the Sync tab, and then select Palm Handheld from the drop-down list. Select Start Sync. Your device must be connected to your computer using the sync cable.*

Tip	*If album art is available, it appears in a corner of the Pocket Tunes display. When you select the album art, it expands to fill the screen. Select the album art again to return it to a corner of the screen. If you transfer an album to your device or SD card that does not have album art, you can place a JPEG image of the album into the same folder as the music files for that album.*

Transferring Music Files From Your Computer (Mac)

On a Mac, use iTunes (included with OS X) to download music or transfer songs from a CD to your computer. On a Mac, you must insert an expansion card into the device. You cannot transfer music files to device memory from a Mac.

For more information on using the iTunes software, see the documentation that came with your Mac.

Tip	*You can also use a card reader accessory (sold separately) to transfer music files from your computer to your expansion card. Create a "Audio" folder in the root directory of the card, and store your music files in this folder.*

To transfer music files from your Mac to your Centro device, do the following:

1. Drag and drop the music files onto the ***Send To Handheld*** droplet in the ***Palm*** folder.
2. Select your device name (username), the file name, and the destination (card).
3. Click ***OK***.
4. Synchronize your device with your computer. (Be patient; transferring music to an expansion card can take several minutes.)

Tip	*If you want greater control over the file size and sound quality of your music files, select Custom from the Setting pop-up menu.*

Transferring Music From a CD to Your Device

If your songs are on a CD and you want to listen to them on your device, you need to convert them to a supported file format on your computer before you transfer the files to your device. Pocket Tunes Deluxe supports MP3, AAC, AAC+, eAAC+, WMA, and WMA DRM file formats.

On a Windows computer:

1. Open ***Sprint Music Manager***.
2. Insert the music CD into your computer's CD drive.
3. Select ***My Audio CD*** from the column ***All Music on My PC***.
4. Select the songs you want to transfer by clicking the box next to the song title. (To select all of the songs in the list, click the box at the top of the list.)
5. Select ***Rip Audio CD*** from the ***Edit*** menu.
6. Transfer the music files to your device as described in "Transferring Music Files From Your Computer (Windows)" on page 201.

On a Mac computer:

1. Open ***iTunes***.
2. Insert the music CD into your computer's CD drive.
3. Click the ***Import*** button in the upper-right corner of the ***iTunes*** window.
4. After the songs are imported, click the ***Eject Disk*** button in the lower-right corner of the ***iTunes*** window.
5. Transfer the files to your device as described in "Transferring Music Files From Your Computer (Mac)" on page 203.

1. Press *Applications* and select *pTunes*.
2. Do any of the following:
   - To play the current song, select *Play* or press *Space*.
   - To play the next song, select *Next Song*.
   - To play the previous song, select *Previous Song*.
   - To play a different song, select *Choose Songs* and select a song from the list.
   - To adjust the volume during playback, press the *Volume* button on the side of your device.
   - To pause playback, select *Pause*.

1 Progress Indicator
2 Choose Songs
3 Previous Song
4 Play/Pause
5 Next Song
6 Volume

Tip	*You can also use the 5-way to navigate among songs, pause and resume playback, and adjust the volume during playback.*

Pocket Tunes Deluxe continues playing until it reaches the end of your list or until you select ***Pause*** . Music continues to play even if you switch to another application or turn off your screen. If you want to stop playing music when you exit Pocket Tunes, open the ***Background Prefs*** menu, uncheck the ***Enable Background Playback*** box, and then select ***OK***.

Tip	*If you don't hear anything when you play a song, make sure the Ringer switch is set to Sound On. See "Silencing Sounds" on page 272 for more information.*

Tip	*For complete instructions for using Pocket Tunes Deluxe with your Centro device, visit pocket-tunes.com.*

Creating a Playlist

If you want to play a group of songs in a particular order, you can create a playlist.

1. Press ***Applications*** and select ***pTunes*** .
2. Press ***Menu*** .
3. Select ***Actions***, and then select ***Manage Playlists***.
4. Select ***New***, and then enter a name for the playlist.
5. Select ***Add Song***. Select the songs you want to include on the playlist.
6. Select ***Save List***.

To play songs from a playlist, open ***Pocket Tunes Deluxe***, select ***Choose Songs***, and then select ***Playlists***. Select the playlist you want to play, and then select ***OK***.

Editing a Playlist

1. Press ***Applications*** and select ***pTunes***.
2. Press ***Menu***.
3. Select ***Actions***, and then select ***Manage Playlists***.
4. Highlight the playlist you want to edit, and then select ***Edit***.
5. Do any of the following:
   - To delete a song from the playlist, select the song and then select ***Remove***.
   - To add a song, select ***Add Song***, select a song, and then select ***OK***.
   - To move a song up or down one slot, select a song and then select ***Up*** or ***Down***.
6. Select ***Save List***.

Tip	*To delete a playlist, select Manage Playlists from the Actions menu, select the playlist, and then select Delete. Select OK to confirm the deletion.*

Watching TV

In This Section

- Accessing Streamed Media
- Viewing Streamed Media

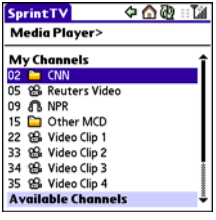
Accessing Streamed Media

The Sprint TV application enables you to view streamed audio and video media from various channels on your Palm Centro™ smart device. You can choose from a list of provided channels, or purchase additional channels so that you can download and view the programs you want.

1. Press ***Applications***
2. Select ***Sprint TV*** and then navigate to the channel list you want as follows:
   - To go back one channel screen, select ***Back***.

Note	*The Back option does not appear on the default channel screen.*

   - To go back to the main channel list, select ***Home***.
3. To stream audio or video content, select a channel. The icon indicates audio content; the icon indicates video content. The icon indicates that the channel contains multiple content items. Select the channel to view all items.



Note	*To view information about the selected channel or program, select Info. After you finish viewing the information, select Done.*

4. (Optional) Select ***Stop*** or press ***Center*** to pause the server connection before streaming begins. Select ***Play*** or press ***Center*** again to resume streaming.

Tip	*From a channel or folder screen, you can also use the keyboard to enter a channel number, and then select OK to go to that channel.*

Viewing Streamed Media

Once you connect to the server, playback begins immediately. Use the following controls when viewing or listening to streaming media:

- Select to return to the channel list.
- Select or press ***Center*** to pause playback of nonlive content such as videos on demand.
- Select or press ***Center*** to stop playback of live content.
- Select or press ***Center*** to resume playback after pausing or to begin viewing again after stopping.
- Select or press ***Left*** to view the channel list with the first channel highlighted.
- Select or press ***Right*** to view the channel list with the last channel highlighted.
- A few seconds after playback begins, the toolbar is hidden and you can view the content on the full screen. Press ***Up*** or ***Down*** to display the toolbar; press ***Up*** or ***Down*** again to hide the toolbar again.
- Press the ***Volume*** button on the side of your device to adjust the volume.

Your Mobile Organizer

Sprint ahead

Using Your Device's Organizer Features

In This Section

- Contacts
- Calendar
- Tasks
- Memos

Contacts

Contacts is where you enter information about people you know. You can access this information from the ***Phone*** application to dial phone numbers and create favorites, and from the ***Messaging*** and email applications to send messages. When you create a contact, you can also assign a caller ID picture or ringtone to that contact, so that you know when that person is calling.

If you have several contacts to enter, it's more efficient to use Palm® Desktop software or Microsoft® Outlook® on your computer and then synchronize information between your Palm Centro™ smart device and your computer. For more information, see "Synchronizing Information—The Basics" on page 39.

Note	*If you use Microsoft Exchange ActiveSync®, your contacts information (as well as email and calendar information) is moved directly between your company's Exchange server and your smart device using either Microsoft Direct Push technology or synchronization. Push is a feature provided by Microsoft ActiveSync that pushes email messages, Calendar events, meeting invitations, and updated contact information it receives onto your device. You retrieve contacts (and email and calendar) updates from the server; they are not updated when you synchronize directly with your computer. For additional information, see "Getting Messages From Your Corporate Microsoft Exchange Server Onto Your Device" on page 138 (VersaMail® application users).*

Adding a Contact

1. Press ***Phone*** [ ].
2. Select the ***Contacts*** favorite button.

Tip	*You can also open* Contacts *from* Applications *view.*

3. Select ***New Contact***.
4. Use the ***5-way*** to move between fields as you enter information.
5. (Optional) Do any of the following:
   - ***Add a caller ID photo:*** Select the ***Picture*** box, and then do one of the following:
   - Select ***Camera*** to take a picture and add it to this contact when you save the picture.
   - Select ***Photos*** to add an existing picture to this contact.
   - ***Add a caller ID ringtone:*** Select the ***Ringtone*** pick list and select a ringtone from the list to give incoming calls from this contact a distinctive ring.
   - ***Place the entry in a category or mark it private:*** Select ***Details*** (see "Working With Private Entries" on page 286 for more information).
   - ***Add a note to an entry:*** Select ***Note***.
   - ***Display additional fields for this contact:*** Select ***Plus***.

Tip	*You can assign a ringtone to an entire category of contacts. For example, use a special ringtone for categories such as Family, Work, or Golf Buddies. Select the category pick list in the upper-right corner, select Edit Categories, and then select the category. Select a ringtone on the Edit Category screen.*

6. After you enter all the information, select ***Done***.

Tip	*If you make an outgoing call or receive an incoming call that has caller ID and the phone number is not associated with a contact in your Contacts list, you can either create a new contact for that number or add the number to an existing contact. See "Saving Phone Numbers" on page 73 for details.*

Viewing or Changing Contact Information

1. In the ***Contacts*** list, begin entering one of the following for the contact you want to view or edit:
   - First name (JOH for John).
   - Last name (SMI for Smith).
   - First initial and last name (JSM for John Smith).
2. Select the name of the entry you want to open.
3. Select ***Edit***, make changes to the entry as necessary, and then select ***Done***.

Viewing Directions to a Contact's Address

1. Make sure your phone is turned on and that you are inside a coverage area (see "Turning Your Device's Phone On and Off" on page 61).
2. In the ***Contacts*** list, begin entering one of the following for the contact you want to view directions for:
   - First name (JOH for John).
   - Last name (SMI for Smith).
   - First initial and last name (JSM for John Smith).
3. Select the name of the entry you want.
4. Select ***Map*** and wait for Google Maps to locate matching items.
5. Select ***To*** or ***From*** depending on whether you want directions to or from the contact's address.

6. Do one of the following and then select ***OK***:
   - In the ***From location*** field, enter or select your starting location.
   - In the ***To location*** field, enter or select your destination.
7. When the route summary appears, select ***OK*** to view the first step in the directions.
8. Tap the ***forward*** and ***back*** buttons at the bottom of the screen to view the next or previous step in the directions.

Deleting a Contact

1. Open the contact you want to delete.
2. Press ***Menu***.
3. Select ***Delete Contact*** on the ***Record*** menu.
4. Select ***OK***.

Defining Your Business Card

1. Create a new contact with your own business card information.
2. Open the contact entry containing your business information.
3. Press ***Menu***.
4. Select ***Select Business Card*** on the ***Record*** menu.

   After you define your business card, you can beam it to other Palm OS® by ACCESS devices. In ***Contacts*** or in any ***Phone*** view, press ***Menu*** and select ***Beam Business Card*** on the ***Record*** menu.

Calendar

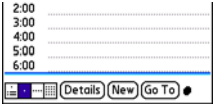
Calendar is a full organizer application that helps you manage your schedule. You can view your calendar by day, week, or month, or as an agenda list that combines your list of tasks and email notifications with your appointments. Schedule repeating meetings or block out a vacation by creating one event set to repeat at an interval you specify. Color-code your appointments by category and add notes with helpful information.

If you have several appointments to enter, it's more efficient to use Palm Desktop software or Microsoft Outlook on your computer and then synchronize information between the Centro device and your computer. For more information, see "Synchronizing Information—The Basics" on page 39.

Note	*If you use Microsoft Exchange ActiveSync, your calendar information (as well as email and contacts information) is moved directly between your company's Exchange server and your smart device using either Microsoft Direct Push technology or synchronization. Push is a feature provided by Microsoft ActiveSync that pushes email messages, Calendar events, meeting invitations, and updated contact information it receives onto your device. You retrieve calendar (and email and contacts) updates from the server; they are not updated when you synchronize directly with your computer. For additional information, see "Getting Messages From Your Corporate Microsoft Exchange Server Onto Your Device" on page 138 (VersaMail users).*

Displaying Your Calendar

- Press ***Calendar*** repeatedly to cycle through the various views:
  - ***Agenda*** view shows your daily schedule and any items on your Tasks list that are overdue or due today. If there's room, ***Agenda*** view also shows your schedule for the next dates that have events scheduled.
  - ***Day*** view shows your daily schedule one day at a time.



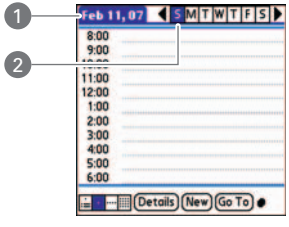
- ***Week*** view shows your schedule for an entire week. The time frames are based on the ***Start Time*** and ***End Time*** settings in ***Calendar Preferences***.
- ***Month*** view shows your schedule for a whole month.

- From any ***Calendar*** view, open the ***Options*** menu and select ***Year*** view to view a calendar for an entire year.
- From any ***Calendar*** view (except ***Agenda*** view), use the ***5-way*** or stylus to move to another day, week, month, or year (based on the current view).
- From any ***Calendar*** view (except ***Agenda*** view), select ***Go To***, and then select a date from the calendar.

Tip	*You can customize your phone to display the most current Calendar event on the Main view in the Phone application. Press Phone, open the Options menu, and then select Phone Display Options. Check the Show Calendar event box.*

Creating an Event

1. Press ***Calendar*** until ***Day*** view appears.
2. Press ***Left*** or ***Right*** to select the desired day.



1 Selected Date
2 Selected Day

3. Select ***New***.
4. Using the keyboard, enter a starting hour and minute for the event. (For example, enter ***545*** for 5:45.)
5. Select the ***End Time*** box, and then select the ending hour and minute for the event.
6. (Optional) To assign a time zone to the event, select the ***Time Zone*** pick list and select a city in the time zone you want.
7. Select ***OK***.
8. Enter a description for the event.

Time Zones and Events

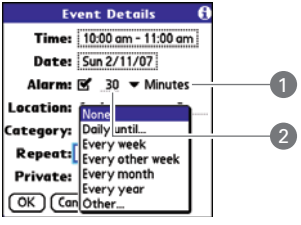
Here are some important points to keep in mind when assigning a time zone to an event:

- Palm Desktop software does not recognize time zones. If you sync with Palm Desktop software, you can add time zones to your events, but the start and end times do not change in Palm Desktop if you go to a different time zone.
- If you use Microsoft Outlook, you can use the time zone feature, but you must install the conduit that came with your Centro device (that is, you must install the desktop software from the Palm Software Installation CD and select to sync with Outlook) on all the computers you synchronize your device with. Chapura PocketMirror and other earlier Microsoft Outlook conduits do not support time zones.
- To automatically assign a time zone to your events, open the ***Options*** menu, select ***Preferences***, and check the ***New events use time zones*** box. All your new events are assigned to your local time zone, and you can change this setting for individual events. In addition, if you sync with Outlook and you select the time zone option on the ***Calendar*** conduit sync screen, then time zones sync for any new events you create in Outlook. Time zone settings are not added to any events that you created before you set these time zone settings.
- If you want your events with time zones to stay at the same time in ***Calendar***, regardless of the time zone you are in, go to ***Date & Time Preferences***, select the ***Automatically set*** pick list, and then select either ***Nothing*** or ***Date & Time***. If you select ***Date, time and time zone***

from the ***Automatically set*** pick list, the event time shifts if you travel to a different time zone. See “Setting the Date and Time” on page 279 for information.

Adding an Alarm to an Event

1. In ***Calendar***, select the event.
2. Select ***Details***.



1 Type of Time Units
2 Number of Time Units

3. Check the ***Alarm*** box, and then select the number of minutes, hours, or days before the event you would like to receive the alarm.

Note	*The alarm for untimed events (see “Creating an Untimed Event” on page 224) is defined by minutes, days, or hours before midnight of the date of the event.*

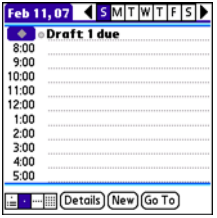
4. Select ***OK***.

When an alarm goes off, an alert is also displayed on the ***Alert*** screen. Select an alert’s description to jump to that item, or check the box to clear that alert. See “Viewing and Using the Alert Screen” on page 99 for more information.

Creating an Untimed Event

An untimed event is an event that does not occur at a particular time of day—for example, a holiday or anniversary.

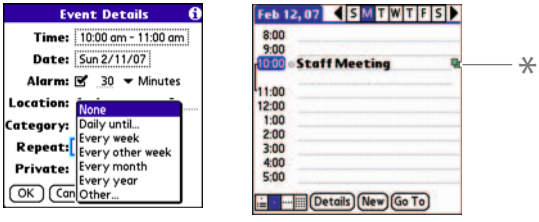
1. Press ***Calendar*** until you are in ***Day*** view.
2. Press ***Left*** or ***Right*** to go to the date of the event.
3. Make sure that no times are highlighted.
4. Enter a description for the event. A diamond appears next to the description of an untimed event.



Scheduling a Repeating Event

1. Create an event, and then select it.
2. Select ***Details***.
3. Select the ***Repeat*** pick list, and then select a repeat interval. (If the interval you need doesn't appear on the list, select ***Other*** to define a custom interval.)
4. For weekly events, select the day(s) the event is repeated; for monthly events, select ***Day*** or ***Date*** to indicate the repeating method.
5. If the event has an ending date, select the ***End on*** pick list, select ***Choose Date***, and then select the ending date.
6. Select ***OK***.

Tip	*To enter a birthday or anniversary, add the information to the person's Contacts entry and it automatically appears in your Calendar. However, if you synchronize calendar events with your computer, birthdays that are imported from Contacts on your Centro device do not appear in Calendar on your computer.*



* This Icon Indicates a Repeating Event

Color-Coding Your Schedule

Use color-coding to quickly spot various types of events. For example, make your appointments with family green, co-workers blue, and friends red. Follow these steps to create a category and assign it a color code:

Tip	*If you synchronize calendar events with your computer, any color-coding your use in Calendar on your device does not appear in Calendar on your computer.*

1. From ***Day*** view, select the event description or select an empty time slot.
2. Select ***Details***.
3. Select the ***Category*** pick list, and then select ***Edit Categories***.
4. Do one of the following:
   - To create a new category, select ***New*** and then enter a category name.
   - To add a color to an existing category, select a category and then select ***Edit***.
5. Select the color you want to give this category, and then select ***OK***.

6. (Optional) Repeat steps 4 and 5 to add or edit more categories.
7. Select ***OK*** two more times.

Now that the category is set up, you can assign a specific event to this category. See the next section for details.

Editing or Deleting an Event

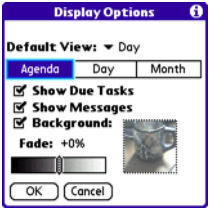
Tip	*To save memory, you can purge your old events. Open the Record menu and select Purge. Select the Delete Events Older Than pick list and select a time frame. Select OK.*

1. Select the event you want to edit or delete.
2. Select ***Details***.
3. In addition to the settings covered earlier in this chapter, you can also change any of the following settings:
   - ***Date*** and ***Time*** indicate when the event takes place. Change these settings to reschedule the event.
   - ***Location*** provides space for you to enter a description of where the event takes place.
   - ***Category*** sets the color-coded category for this event.
   - ***Note*** provides space for you to enter additional text.
   - ***Delete*** removes the event from your ***Calendar***.
4. Select ***OK***.

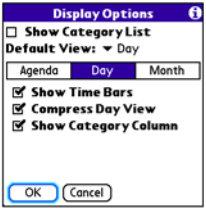
Tip	*If you synchronize with Microsoft Outlook and your events include other people, a With field appears in the Details dialog box and your attendee information appears in this field after you synchronize.*

Customizing Display Options for Your Calendar

1. Press ***Menu***.
2. Select ***Options***, and then select ***Display Options***.
3. Select the ***Default View*** pick list, and then select the view you want to see when you open ***Calendar***.
4. Select the ***Agenda*** box and set any of the following ***Agenda*** view options:

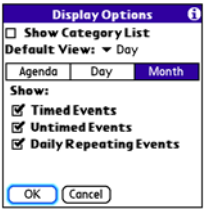


   - ***Show Due Tasks*** displays tasks that are due today and tasks that are overdue.
   - ***Show Messages*** displays the number of read and unread email messages.
   - ***Background*** displays a favorite picture as the ***Agenda*** view background. Check the ***Background*** box, select the picture thumbnail, and then select a picture. Adjust the fade setting so that the text is easy to read against the picture.
5. Select the ***Day*** box and set any of the following ***Day*** view options:



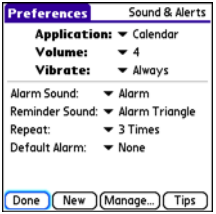
   - ***Show Category List*** displays the ***category*** pick list.
   - ***Show Time Bars*** activates the time bars that appear in ***Day*** view. The time bars show the duration of an event and illustrate event conflicts.
   - ***Compress Day View*** controls how times appear in ***Day*** view. When ***Compress Day View*** is unchecked, all time slots are displayed on the screen. When it is checked, start and end times are displayed for each event, but blank time slots toward the bottom of the screen disappear to minimize scrolling.
   - ***Show Category Column*** displays the color-coded category marker between the time and the description to indicate which category the event is filed under.

6. Select the *Month* box and set any of the following *Month* view options:
   - *Show Category List* displays the *category* pick list.
   - *Timed Events* displays events that are scheduled for a specific time.
   - *Untimed Events* displays events that are scheduled for a specific date but not a specific time.
   - *Daily Repeating Events* displays events that are repeated every day.
7. Select *OK*.



Selecting Alarm Tones

1. Press *Menu*.
2. Select *Options*, and then select *Sound Preferences*.
3. Select the *Application* pick list, and then select *Calendar*.
4. Select the *Volume* pick list, and then select the volume level.
5. Select the *Vibrate* pick list, and then select how you want your device to vibrate for an event alarm.
6. Select any of the following:
   - *Alarm Sound* sets the tone played the first time your alarm goes off.
   - *Reminder Sound* sets the tone played if an alarm is not acknowledged and the alarm repeats itself.



- ***Repeat*** indicates how many times the alarm repeats itself if it is not acknowledged.
- ***Default Alarm*** sets the default number of minutes, hours, or days before an event that the alarm goes off.

7. Select ***Done.***

Tip	*You can also preview, delete, and send sounds that you use as alarms. From the Sounds & Alerts Preferences screen, select Manage. To play a sound, select it and press Center on the 5-way. To delete a sound, select it and press Backspace, and to send a sound, select it and then select Send.*

Tasks

You can use the ***Tasks*** application to keep track of tasks you need to complete and to keep a record of completed tasks.

Adding a Task

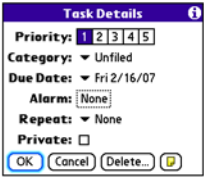
1. Press ***Applications*** and select ***Tasks*** .
2. Select ***New*** to create a new task.
3. Enter a description of the task. (The text can be longer than one line.)

Setting Task Priority, Due Date, and Other Details

The ***Details*** dialog box enables you to assign a priority level, due date, category, privacy flag, and note to each task.

1. Select the task to which you want to assign details.
2. Select ***Details.***

3. Set any of the following:
   - ***Priority*** sets the Priority number for this task (1 is the most important). You can arrange your tasks based on the importance of each task.
   - ***Category*** assigns the task to a specific category.
   - ***Due Date*** sets the due date for the task. Select the ***Due Date*** pick list and select a due date.
   - ***Alarm*** sets an alarm for this task.
   - ***Repeat*** indicates whether the task occurs at regular intervals and how often it repeats. When you check off a repeating task, the next instance of this task automatically appears in your task list.
   - ***Private*** indicates whether the task is private. Check this box to mark this task private. See “Working With Private Entries” on page 286 for additional information.
   - (Note) stores additional text you want to associate with the task.
4. Select ***OK***.



Tip	*You can also set the priority by selecting the Priority number next to a task in the Tasks list and then selecting a priority level from the list.*

Checking Off a Task

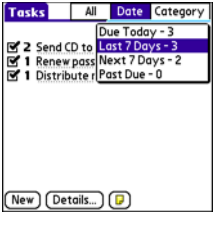
- Select the task you want to check off, and then press ***Center*** ◯.

Organizing Your Tasks

In the ***Tasks*** list, select one of these options:

- ***All*** displays all your tasks.
- ***Date*** displays tasks that are due in a specific time frame. You can select ***Due Today***, ***Last 7 Days***, ***Next 7 Days***, or ***Past Due***.
- ***Category*** displays tasks that are assigned to the selected category. Select the ***Category*** pick list to select a different category.

Tip	*Overdue tasks have an exclamation point (!) next to the due date.*



Deleting a Task

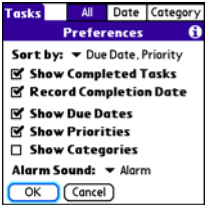
1. Select the task you want to delete.
2. Press ***Menu***.
3. Select ***Delete Task*** on the ***Record*** menu.
4. Select ***OK***.

Tip	*To save memory, you can purge all completed tasks. Open the Record menu, select Purge, and then select OK.*

Customizing Tasks

The ***Tasks Preferences*** screen enables you to control the appearance of the ***Tasks*** list screen.

1. In the ***Tasks*** list screen, press ***Menu***.
2. Select ***Options***, and then select ***Preferences***.
3. Set any of the following preferences:



   - ***Sort by*** indicates the order in which your tasks appear in the list.
   - ***Show Completed Tasks*** displays tasks that you've checked off.
   - ***Record Completion Date*** replaces the due date with the completion date when you check off a task.
   - ***Show Due Dates*** displays task due dates and inserts an exclamation point (!) next to overdue tasks.
   - ***Show Priorities*** displays the priority setting for each task.
   - ***Show Categories*** displays the category for each task.
   - ***Alarm Sound*** sets the sound for the alarms you assign to your tasks.
4. Select ***OK***.

Memos

Memos are a great way to store notes on your Centro device. Each memo can include 4,096 characters of text.

Creating a Memo

1. Press ***Applications*** and select ***Memos***.
2. Enter the text that you want to appear in the memo. (Press ***Return*** to move down to new lines in the memo.)
3. Select ***Done***.

Tip	*You can assign categories to your memos. Open the memo you want to change, select the category pick list at the top of the screen, and then select a category.*

Deleting a Memo

1. Select the memo you want to delete.
2. Press ***Menu***.
3. Select ***Delete Memo*** on the ***Record*** menu.
4. Select ***OK***.

Increasing Your Productivity

In This Section

- Using the Documents Application to Work With Your Office Files
- Voice Memo
- World Clock
- Calculator

Using the Documents Application to Work With Your Office Files

With the ***Documents*** application, you can take your important office information with you. You can create, view, and edit Microsoft® Word and Excel® files directly on your device. You can also view and manage PowerPoint® and PDF files. For example, you can open email attachments, files you download with the Web browser, and files stored on an expansion card—as long as the files are in a supported format.

Note	*The version of Documents To Go® that comes with your device does not support Microsoft Office 2007. To edit Office 2007 files on your device, you must save the files in Office 2003 format. For information about an upgrade that supports Office 2007, go to dataviz.com/office2007 (additional fees may apply).*

If you install the Documents To Go desktop software (from *palm.com/us/support/centro/centro_sprint*), you can use Documents To Go to transfer files to your device when you synchronize.

Note	*For complete information on the Documents To Go application, install it from palm.com/us/support/centro/centro_sprint, click the Documents To Go icon on your computer, and then click Help; or go to dataviz.com.*

Tip	*Install the Palm® Files application to easily browse and manage files on an expansion card. Press Applications, select My Centro, select the Bonus tab, and then select Files.*

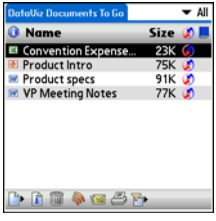
Here are a few more examples of what you can do with ***Documents***:

- Send and receive email attachments in Word, Excel, PowerPoint, and Acrobat file formats (DOC, XLS, PPT, and PDF).
- View Word, Excel, PowerPoint, and Acrobat files (DOC, XLS, PPT, and PDF).

- Create or edit a Word-compatible document or Excel-compatible spreadsheet on your device, and then save it in the native DOC or XLS format.
- Create a PowerPoint presentation on your computer, use the ***Documents To Go*** desktop application to optimize the file for your device, and then sync the file onto your device. View or edit the file on your device, and then sync again to transfer the changes to the original PowerPoint file on your computer.

Note	*The Documents application does not support some editing functions, such as multiple font sizes and spell check.*

Opening a Document



In the ***Documents*** application, you can open and view compatible Word, Excel, PowerPoint, or Acrobat (PDF) files on your device or on an expansion card that is inserted into the expansion card slot.

1. Press ***Applications*** and select ***Documents***.
2. Select the document you want from the list.

Tip	*When you are working on a file on your device, save it to your device or your expansion card by opening the menus, selecting Save As from the File menu, and then selecting the location where you want to save the file.*

Voice Memo

Voice Memo provides a place for you to record and play back notes and other important thoughts directly on your device.

Note	*Voice memos are not updated or backed up during synchronization.*

Creating a Voice Memo

1. Press and release ***Power/End*** to wake up the screen if it is not already on.
2. Press and hold the ***Side*** button on your device. Face your device and begin speaking.

Note	*Your recording pauses automatically when you receive a call. If you answer the call, recording stops and saves the voice memo. If you have not finished recording, rerecord your memo after hanging up from the call. If you ignore the call, select Record to resume recording.*

3. After you finish recording, release the ***Side*** button. The memo is automatically saved to your device.
4. (Optional) Enter a title for the memo.

Tip	*Alternately, open the Voice Memo application, press the Side button to begin recording, and then press it again when you have finished recording. If you are recording a long voice memo, you can begin recording by opening Voice Memo and selecting New. Using this method, you can press and hold Center on the 5-way to pause recording, and release Center to resume recording.*

Listening to a Voice Memo

1. Press ***Applications*** and select ***Voice Memo***.
2. In the ***Voice Memo*** list, navigate to the voice memo title and then press ***Center*** to select it. The voice memo begins to play.
3. To set the volume level, press the ***Volume*** button on the side of your device or press ***Up*** ▲ or ***Down*** ▼ on the ***5-way***.
4. Press ***Center*** to pause or stop playback.

Note	*To change a voice memo title, open the Voice Memo menu and select Rename Memo.*

Tip	*You can send a voice memo in an email message (see "Attaching Voice Memos" on page 131). You can also use Bluetooth® wireless technology to send a voice memo to a nearby Bluetooth device (see "Sending Entries Over a Bluetooth Wireless Connection" on page 253).* *You can also use a voice memo as a ringtone. Select a voice memo, press Menu, and select Copy to Ringtone from the Voice Memo menu. To assign the ringtone, see "Selecting Ringtones" on page 88 or "Assigning a Caller ID Ringtone" on page 90.*

World Clock

World Clock displays the day and time in three cities anywhere around the globe. Whether you're traveling or staying at home, it's easy to keep track of the best times to reach your business associates, friends, and family in faraway places.

Setting Cities

World Clock shows the system date and time above the world map. If you selected the option to get the date and time from the mobile network (see "Setting the Date and Time" on page 279), the Sprint National Network automatically updates the time display to match the local time when you travel.

Below the world map you can view the time in two other cities. If you travel a lot, you may want to select your home city as one of these two cities, so that you always know what time it is at home.

1. Press ***Applications*** and select ***World Clock*** .
2. Select a ***city*** pick list, and then select a city in the same time zone.

Adding Cities

If the city you want to display is not in the predefined list, you can add it.

1. Select a ***city*** pick list, and then select ***Edit List***.
2. Select ***Add***.
3. Select a location in the same time zone as the city you want to add, and then select ***OK***.
4. Enter the name of the city.
5. Select ***Location***, select ***Map***, select the location of the city, and then select ***OK***.
6. If the city is not on Daylight Saving Time, uncheck this box. If Daylight Saving Time is observed, enter ***Start*** and ***End*** dates.
7. Select ***OK***.

Setting an Alarm

The next time you travel, don't rely on a hotel alarm clock to get you to that important meeting; use your device instead. World Clock includes a built-in alarm feature that you can use as a travel alarm.

Tip	*Make sure the Ringer switch is set to Sound On, so that you can hear the alarm.*

1. Select ***Off*** in the upper-right corner.
2. Select the time you want the alarm to sound.
3. Select ***OK***.

Tip	*To customize the alarm sound and volume, open the Options menu and select Alarm Preferences.*

World Clock Tips

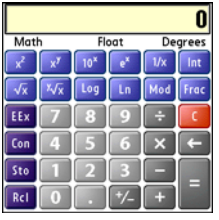
- Run your stylus over the map to see the time in other cities.
- The shadow over the map represents nighttime moving across the globe.

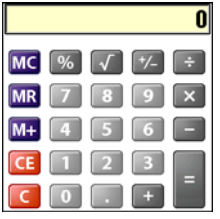
Calculator

The Calculator application includes a basic calculator, plus an advanced calculator with scientific, financial, and conversion functions

Switching Between Basic and Advanced Calculator Modes

1. Press ***Applications*** and select ***Calc***.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Advanced Mode*** or ***Basic Mode***.





Tip	*In Basic Mode, you can also press Right on the 5-way to switch to Advanced Mode. In Advanced Mode, press Right on the 5-way to cycle between functions, and press Left on the 5-way to return to Basic Mode.*

Selecting Functions in Advanced Calculator Mode

1. Switch to ***Advanced Calculator Mode*** (see the preceding procedure).
2. Press ***Menu***.
3. Select ***Options***, and then select the function you want to use:
   - ***Math*** provides advanced mathematical functions such as exponents, roots, and logarithms.
   - ***Trig*** provides trigonometric functions such as sine, cosine, tangent, and variants.

- ***Finance*** provides financial calculator functions such as APR and amortization.
- ***Logic*** displays hexadecimal characters on the keypad, plus logic functions such as And, Not, Or, and Xor.
- ***Statistics*** provides statistical functions such as sum, factorial, and random number generator.
- ***Weight/Temp*** provides weight and temperature conversions for metric and English values.
- ***Length*** provides length conversions for metric and English values.
- ***Area*** provides area conversions for metric, traditional, and English values.
- ***Volume*** provides volume conversions for metric and English values.

4. Press ***Menu*** (OK).
5. Select ***Pref***, and then select the decimal display format: ***Float***, ***Fixed (x)***, ***Sci (x)***, or ***Eng (x)***.
6. Press ***Menu*** (OK).
7. Select ***Pref***, and then select the number display format: ***Degrees***, ***Radians***, or ***Grads***.

Tip	*To access a list of mathematical constants, such as Avogadro's number or the speed of light, select Con.*

Storing and Recalling Numbers in Advanced Mode

- To store a number in one of ten memory slots, select ***Sto***.
- To recall a stored number, select ***Rcl***.

Managing Your Information and Settings

Sprint ahead

Managing Files and Applications

In This Section

- Using Find
- Installing Applications
- Removing Applications
- Viewing Application Information
- Sending Information Using Bluetooth® Wireless Technology
- Beaming Information
- Synchronizing Information—Advanced
- Using Expansion Cards

Using Find

The ***Find*** feature locates any text in the built-in applications and databases and in some third-party applications. The ***Find*** feature searches for the group of characters you specify, including characters that are part of a word. ***Find*** is not case-sensitive, and it locates any word that begins with the text you enter. For example, entering *plan* finds *planet* but not *airplane*.

When your phone is turned on and you are in an area where data services are available, ***Find*** also includes Google Maps links that help you find a location, business, or directions to the word you're searching for. For example, to find a nearby pizza place, enter pizza followed by a space and your zip code, such as "pizza 95060."

1. On any screen, press ***Option*** + ***Shift/Find*** to open the ***Find*** dialog box.
2. Enter the text you want to find.
3. Select ***OK*** to start the search.
4. In the search results, select the text you want to review, or select ***Find More*** to continue the search.

Installing Applications

Your Palm Centro™ smart device comes with several built-in and ready-to-use applications. You can also install free bonus software applications, such as business software, games, and more. You can install the bonus software wirelessly using the My Centro application on your device or by downloading the bonus software from *palm.com/us/support/centro/centro_sprint* to your computer and then synchronize to install it on your device. You can also use the Web browser on your device or your computer to purchase and install other third-party Palm OS® by ACCESS applications. To learn about applications you can purchase for your device, go to *palm.com/us/support/centro/centro_sprint*.

The instructions in this section tell you how to install basic PRC (Palm OS application) and PDB (Palm OS database) files on your Centro device. Some Palm OS software uses an

installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

Installing Bonus Software From My Centro on Your Device

My Centro lets you download and install bonus software that you can use on your device. If the bonus software has a desktop component in addition to a device component, you need to download the software to your computer first. See “Installing Bonus Software From Your Computer” on page 250 for information on installing software that includes a desktop component.

1. Press ***Applications*** and select ***My Centro***.
2. Select the ***Bonus*** tab.
3. Select the ***Install*** link below the name of the application you want to install.
4. Repeat step 3 to install additional applications.

Did you know?	*You can also download and install Sprint-approved applications and utilities from the Sprint download site. Visit softwarestore.sprint.com for more information.*

Installing Applications From the Internet

You can use the Web browser on your device to install Palm OS files (PRC or PDB) directly from the Internet. When you download a PRC or PDB file, it is automatically installed on your device. If a file is compressed (if it is a ZIP or SIT file), you need to download it to your computer and expand the file before installing it on your device.

1. Open the Web browser (see “Viewing a Web Page” on page 156).
2. Go to the page that contains the link to the application you want to download.
3. Press ***Left*** or ***Right*** to highlight the link to the file, and then press ***Center*** to initiate the download process.
4. Follow the onscreen instructions to accept and install the application.

Installing Bonus Software From Your Computer

Some bonus software applications require the installation of a desktop component. To install these applications, you must first install Palm® Desktop software from the Palm Software Installation CD that came with your device, and then download the applications to your computer.

1. On your computer, go to *palm.com/us/support/centro/centro_sprint*.
2. Follow the onscreen instructions to download the applications you want to install.
3. Synchronize your device with your computer to install the application(s) on your device.

Installing Other Third-Party Applications From a Computer

To install other third-party applications from a computer, you must first install Palm® Desktop software from the Palm Software Installation CD that came with your device.

When you download an application to your computer, it is probably in a compressed format such as a ZIP or SIT file. If the file is compressed, you need to use a decompression utility on your computer, such as WinZip or Allume StuffIt Expander, before you install the application on your device.

1. On a Windows computer, select ***Start*** > ***Programs/All Programs*** > ***Palm*** > ***Install Tool***, and then select ***Add*** to browse to the application you want to add.

   On a Mac computer, drag and drop the application file(s) onto the ***Send To Handheld*** droplet in the ***Palm*** folder.
2. Select your device name from the ***User*** list, and then click ***OK***.
3. Synchronize your device with your computer to install the application(s) on your device.

Installing Third-Party Applications From a Computer to an Expansion Card

You can install an application to an expansion card rather than to your device.

Windows:

1. Select ***Start*** > ***Programs/All Programs*** > ***Palm*** > ***Install Tool***.
2. Select your device name from the ***User*** list.

3. Select ***Add*** and browse to the application you want to add.
4. Select ***Change Destination*** and select the expansion card.
5. Select ***OK***.
6. Synchronize your device with your computer to install the application(s) on your device.

Mac:

1. In the menu for Palm Desktop software, click ***HotSync***.
2. Select ***Install Handheld files***, and then select ***expansion card*** as the file's destination.

Getting Help With Third-Party Applications

If you encounter a problem with a third-party application (such as an error message), contact the application's author or vendor. For general troubleshooting of third-party applications, see "Third-Party Applications" on page 322.

Removing Applications

If you decide that you no longer need an application or you want to free up memory, you can remove applications from your device or from an expansion card. You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the ROM portion of your Centro device. These applications appear with a lock icon next to them.

1. Press ***Applications*** [⌂].
2. If you want to remove an application from an expansion card, insert the card into your device.
3. Press ***Menu*** [☰].

4. Select ***Delete*** on the ***App*** menu.
5. Select the ***Delete From*** pick list and select the location of the application you want to remove: ***Phone*** or ***Card***.
6. Select the application that you want to remove.
7. Select ***Delete***.
8. Synchronize to remove the application from the ***Backup*** folder on your computer.

Tip	*Applications deleted from your device are kept on your computer in the Archive folder of your user folder. If you're having trouble locating your user folder, see "I Can't Find My User Folder" on page 303.*

Manually Deleting Applications From Your Computer

If an application you delete reappears on your device, you may need to manually delete it from your computer.

1. Locate your ***Backup*** folder on your computer.
   - ***Windows: C:\Program Files***Palm***\<Device Name>***.
   - ***Mac: Mac HD/Users/<User Name>/Documents/Palm/Users/<Device Name>***.
   - If you upgraded from a previous version of Palm Desktop, your Backup folder may be located in the palmOne or Handspring folder.
2. If you find a PRC or PDB file for the application you just removed, delete the file from the ***Backup*** folder.
3. Delete the file from your device again.

Viewing Application Information

The *Info* screens display basic statistics about the applications on your Centro device.

1. Press *Applications* [⌂].
2. Press *Menu* [≡].
3. Select *Info* on the *App* menu.
4. At the bottom of the screen, select the type of information you want to view:
   - *Version* displays the version numbers of your applications.
   - *Size* displays the size (in kilobytes) of your applications and information.
   - *Records* displays the number of entries in your applications.
5. Scroll to the application you want to see information about.
6. Select *Done*.

Sending Information Using Bluetooth® Wireless Technology

Sending Entries Over a Bluetooth Wireless Connection

In most applications you can send an individual entry or item such as a contact or a picture. You can also send all the entries in a category, such as all contacts in the Business category.

1. Press *Applications* [⌂] and select *Bluetooth*.
2. Select *Bluetooth On*.
3. Press *Applications* [⌂] and open the application containing the information you want to send.
4. Select the entry or category you want to send.
5. Press *Menu* [≡].

6. Select ***Send*** from the leftmost menu.
7. Select ***Bluetooth***, and then select ***OK***.
8. Select the receiving device(s) on the ***Discovery Results*** screen, and then select ***OK***.

Sending an Application Over a Bluetooth Wireless Connection

1. Press ***Applications*** and select ***Bluetooth***.
2. Select ***Bluetooth On***.
3. Press ***Applications***.
4. Press ***Menu***.
5. Select ***Send*** from the ***App*** menu.
6. Select the ***Send From*** pick list and select whether the application you want to send is located on your device or on an expansion card.
7. Select the application you want to transfer. You cannot send an item that has a lock next to it.
8. Select ***Send***.
9. Select ***Bluetooth***, and then select ***OK***.
10. Select the receiving device(s) on the Discovery Results screen, and then select ***OK***.

Receiving Information Over a Bluetooth Wireless Connection

1. Press ***Applications*** and select ***Bluetooth***.
2. Select ***Bluetooth On***.
3. Select the ***Visibility*** pick list and select one of the following:
   - ***Visible:*** Enables Bluetooth® devices that are not on your ***Trusted Device*** list to request a connection with your device. Your device remains accessible to other devices until you turn this option off.
   - ***Temporary:*** Enables Bluetooth devices that are not on your ***Trusted Device*** list to request a connection with your device during the next two minutes. Your device

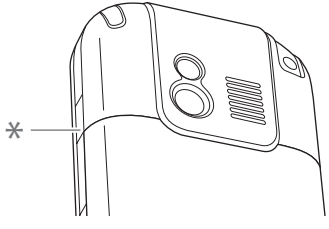
reverts to the ***Hidden*** setting and becomes inaccessible to other devices after two minutes.

4. Use the other device to discover your Centro device and send information to it:
   - See the other device's documentation to learn how to discover and send information over a Bluetooth wireless connection.
   - If the ***Ringer*** switch is set to ***Sound On*** (🔊), your Centro device beeps to notify you of the connection and then prompts you to accept the information. Select a category or expansion card to file the item. If you don't select a category, the item goes into the Unfiled category.
5. Select ***Yes*** to receive the information or ***No*** to refuse it.

Tip	*As a security measure, your Centro device does not accept any information unless you select Yes to receive the information. To protect your information, do not accept any information from an unknown sender.*

Beaming Information

Your Centro device is equipped with an IR (infrared) port that enables you to beam information to another Palm OS® by ACCESS device with an IR port. The IR port is located on the side of your device, above the expansion card slot door, behind the small dark shield.



* IR Port

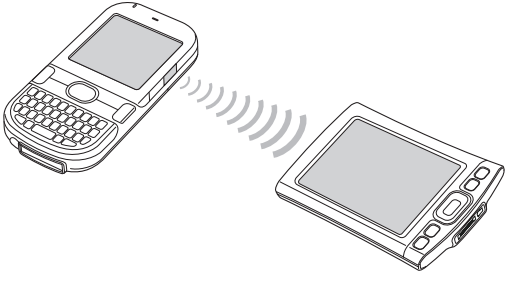
For best results, the path between the two devices must be clear of obstacles and both devices must be kept stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.

Tip	*If you beam a bookmark or a saved page from the Web browser, it beams the URL, not the contents of that page.*

Beaming an Entry

You can beam an individual entry or item such as a contact or a picture. You can also beam all the entries in the selected category, such as all the contacts in the Business or Family category.

1. Select the entry or category you want to beam. (You cannot beam an item that has a lock next to it.)
2. Press ***Menu***.
3. Select one of the following on the ***Record*** menu:
   - ***Beam*** sends an individual entry.
   - ***Beam Category*** sends all entries in the current category.
4. When the ***Beam Status*** dialog box appears, point the IR port on your Centro device directly at the IR port of the receiving device.



5. Wait for the ***Beam Status*** dialog box to indicate that the transfer is complete before you continue using your Centro device.

Tip	*You can beam your business card. From the Main view in the Phone application, press Menu, and then press M.*

Beaming an Application

Not all applications can be beamed. A lock icon appears on the ***Beam*** screen next to applications that cannot be beamed.

1. Press ***Applications***.
2. Press ***Menu***.
3. Select ***Beam*** on the ***App*** menu.
4. Select the ***Beam From*** pick list and select whether the application you want to beam is located on your Centro device or on an expansion card.
5. Select the application you want to transfer, and then select ***Beam***.
6. When the ***Beam Status*** dialog box appears, point the IR port on your Centro device directly at the IR port of the receiving device.
7. Wait for the ***Beam Status*** dialog box to indicate that the transfer is complete before you continue using your Centro device.

Note	*Please note that there may be restrictions that prevent you from transferring copies of an application to a third party. It is your responsibility to ensure that you have obtained the legal right to provide a copy to the third party and to honor any restrictions imposed by the software licensors.*

Receiving Beamed Information

1. Turn on your screen.
2. Select the beam command on the transmitting device.

3. Point the IR port on your Centro device directly at the IR port of the transmitting device to open the ***Beam Status*** dialog box.
4. When the ***Beam Status*** dialog box appears, select a category or expansion card. (If you don't select a category, the item goes into the Unfiled category.)
5. Select ***Yes*** to receive the information or ***No*** to refuse it.

Synchronizing Information—Advanced

Changing Which Applications Sync

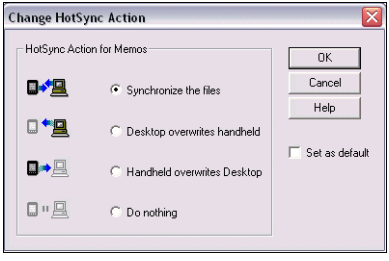
By default, information from Calendar, Contacts, Memos, Pics&Videos, and Tasks is updated each time you sync your device with Palm Desktop software or Microsoft Outlook. You can change which applications sync. For example, if you don't use the Memos application and you want to speed up synchronization, you can turn off synchronization for Memos.

Tip	*Windows: If you set up your device to sync with Outlook®, see the online Outlook synchronization Help to learn how to change which applications synchronize. Click the HotSync® manager icon in the taskbar in the lower-right corner of your computer screen. Click Settings, click Applications, highlight the application an application with Outlook in its name, click Configure, and then click Help. You cannot synchronize messages in Outlook with messages in the VersaMail application on your Centro device.*

On a Windows computer:

1. Click the ***HotSync manager*** icon in the taskbar in the lower-right corner of your screen.
2. Click ***Settings***.
3. Be sure your device name appears at the top of the screen.
4. Click ***Applications***.

5. Highlight the application for which you want to turn synchronization on or off, and then click ***Configure***.
6. Do one of the following:
   - Select ***Synchronize the files*** to turn on synchronization for an application.
   - Select ***Do nothing*** to turn off synchronization for an application that currently synchronizes (for example, to turn off synchronization for Memos if you do not use that application).



Tip	*Select one of the two overwrite options if you want the information in one location (device or computer) to completely replace the information in the other location for that application. For example, if the Calendar information on your device is accurate but the information on your computer has become corrupted, select Handheld overwrites desktop for the Calendar application to have your device information replace your computer information. Note that "handheld" refers to your device and "desktop" refers to your computer.*

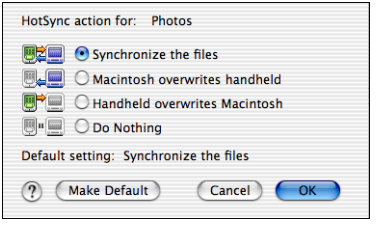
7. (Optional) Repeat steps 4 and 5 for each application for which you want to turn synchronization on or off.
8. (Optional) To keep this synchronization setting on an ongoing basis, check the ***Set as default*** box. If you do not check this box, the option you select applies only the next time

you synchronize. Thereafter, information is updated according to the default setting for that application.

9. Click ***OK***, and then click ***Done***.

On a Mac computer:

1. Double-click the Palm Desktop icon in the ***Palm*** folder.
2. From the ***HotSync*** menu, select ***Conduit Settings***.
3. From the ***User*** pop-up menu, select your device name.
4. Select the application for which you want to turn synchronization on or off, and then click ***Conduit Settings***.
5. Do one of the following:
   - Select ***Synchronize the files*** to turn on synchronization for an application.
   - Select ***Do nothing*** to turn off synchronization for an application that currently synchronizes (for example, to turn off synchronization for Memos if you do not use that application).



Tip	*Select one of the two overwrite options if you want the information in one location (device or computer) to completely replace the information in the other location for that application. For example, if the Calendar information on your device is accurate but the information on your computer has become corrupted, select Handheld overwrites Macintosh for the Calendar application to have your device information replace your computer information. Note that "handheld" refers to your device.*

6. (Optional) Repeat steps 4 and 5 for each application for which you want to turn synchronization on or off.
7. (Optional) To keep this synchronization setting on an ongoing basis, click ***Make Default***. If you do not select this button, the option you select applies only the next time you synchronize. Thereafter, information is updated according to the default setting for the application.
8. Click ***OK***, and then close the ***Conduit Settings*** screen.

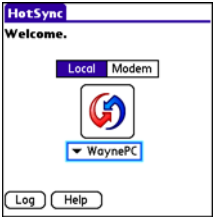
Setting Up a Bluetooth Connection for Synchronization

If your computer is enabled with Bluetooth wireless technology, you can synchronize wirelessly over a Bluetooth connection. When you synchronize using your device's Bluetooth wireless feature, you don't need your cable. This is especially useful if you travel with a laptop enabled with Bluetooth wireless technology.

1. Press ***Applications*** and select ***Bluetooth***.
2. Select ***On***.
3. Enter a device name for your Centro device. This is the name that appears on the other Bluetooth device's screen when it connects to your Centro device.
4. Select ***Setup Devices***.
5. Select ***HotSync Setup***.
6. Follow the onscreen instructions to create a partnership between your Centro device and your computer. In some cases you may need to perform setup steps on your computer before you can complete this step. Check your computer's documentation for specific setup instructions.
7. After you finish the HotSync Setup, select ***Done*** to return to ***Applications*** view.

You're now ready to sync your Centro device with your Bluetooth computer.

Synchronizing Over a Bluetooth Connection



1. Press *Applications* and select *HotSync*.
2. Select *Local*.
3. Select the pick list below the *HotSync* icon, and then select the name of the PC you set up for Bluetooth synchronization (see "Setting Up a Bluetooth Connection for Synchronization" on page 261).
4. Select the *HotSync* icon on your device.

   When synchronization is complete, a message appears at the top of your device screen. Be patient; synchronization may take a few minutes.

Synchronizing Over an Infrared Connection

When you synchronize using your device's IR port, you don't need your cable. This is especially useful if you travel with an IR-enabled laptop.

To synchronize over an infrared connection, you must first do the following:

- Turn on your computer's built-in IR port or external IR device. Check your computer's documentation to see if the computer supports IR communication and to find out how to enable this feature.
- Make sure *HotSync manager* is active. On a Windows computer, you know *HotSync manager* is active when its icon appears in the lower-right corner of your screen.

On a Windows computer:

1. On your computer, click the *HotSync manager* icon in the taskbar in the lower-right corner of your screen. Make sure that *Infrared* is selected.
2. On your device, press *Applications* and select *HotSync*.
3. Select *Local*.

4. Select the pick list below the ***HotSync*** icon and select ***IR to a PC/Handheld***.
5. Position the IR port of your device within a few centimeters of the IR port of your computer.
6. Select the ***HotSync*** icon on your device.

When synchronization is complete, a message appears at the top of your device screen. Be patient; synchronization may take a few minutes.

On a Mac

1. Double-click the ***HotSync manager*** icon in the ***Palm*** folder.
2. From the ***HotSync Controls*** tab, select ***Enabled***.
3. Click the ***Connection Settings*** tab, and then check the ***On*** box next to ***IR port***.
4. Close the ***HotSync Software Setup*** screen.
5. On your device, press ***Applications*** and select ***HotSync***.
6. Select ***Local***.
7. Select the pick list below the ***HotSync*** icon, and select ***IR to a PC/Handheld***.
8. Position the IR port of your device within a few centimeters of the IR port of your computer.
9. Select the ***HotSync*** icon on your device.

When synchronization is complete, a message appears at the top of your device screen. Be patient; synchronization may take a few minutes.

Note	*If you use Microsoft Exchange ActiveSync®, your email, contacts, and calendar information synchronize directly with your company's Exchange server. This information synchronizes wirelessly with the server; it is not updated when you synchronize directly with your computer. See "Getting Messages From Your Corporate Microsoft Exchange Server Onto Your Device" on page 138. Your tasks and memos continue to synchronize with Palm Desktop software or Microsoft Outlook, depending on which desktop application you use.*

Using Expansion Cards

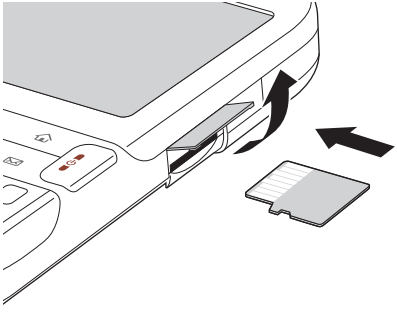
The expansion card slot on your Centro device enables you to add microSD cards (sold separately) to extend the storage capacity of your device. For example, microSD cards can store the following:

- Pictures.
- MP3 audio files.
- Email attachments.
- Games.
- Microsoft Office files.
- Adobe Acrobat files.
- Applications.
- Databases.

Note	*Your Centro device is compatible with microSD cards with up to 4GB of storage space.*

Inserting an Expansion Card

1. Gently press down on the ***Battery Door***, and then slide the door downward to remove it from your device.
2. Open the door of the expansion card slot.



3. Hold your device with the screen facing you, and hold the card with the label down and the metal contacts facing up. (The notch on the card should be in the lower-left corner next to the keyboard.)
4. Insert the card into the expansion card slot until you feel the card lock into place.
5. Close the door of the expansion card slot.
6. Replace the battery door.

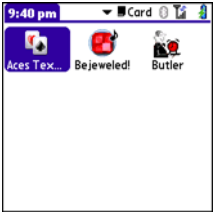
Removing an Expansion Card

1. Gently press down on the ***Battery Door***, and then slide the door downward to remove it from your device.
2. Open the door of the expansion card slot.
3. Press the card into the expansion card slot to release it from the slot.
4. After you feel the expansion card slot eject the card, remove it from the slot.

5. Close the door of the expansion card slot.
6. Replace the battery door.

Tip	*Your device has a push-push mechanism: push in gently to insert a card; push in gently to remove it. If the Ringer switch is set to Sound On, you hear a confirmation tone when you insert or remove an expansion card.*

Opening Applications on an Expansion Card



After you insert an expansion card into the expansion card slot, you can open any of the applications stored on the expansion card.

1. Insert the expansion card into the expansion card slot. (***Applications*** view automatically appears.)
2. Select the icon for the application you want to open.
3. Press ***Center*** ◯ to open the application.

Accessing Items Stored on an Expansion Card

When an expansion card contains items such as pictures or songs, you can access those items directly from the card.

1. Insert the expansion card into the expansion card slot. (***Applications*** view automatically appears.)
2. Select the ***category*** pick list in the title bar, and then select ***All***.
3. Select the icon for the application in which you want to open the item. For example, to view a picture, select ***Pics&Videos***.

Tip	*Install the Palm® Files application to easily browse and manage files on an expansion card. Press Applications, select My Centro, select the Bonus tab, and then select Files.*

Copying Applications Between an Expansion Card and Your Device

You can copy applications between your Centro device and your expansion card.

Tip	*Before you copy an application to an expansion card, make sure that it is compatible with Palm OS software version 5.4.5 or later. Some applications do not work with expansion cards and do not allow you to store files in a location that is separate from the application.*

1. Make sure the card is not write-protected. (For details, see the instructions that came with your card.)
2. Press ***Applications*** [⌂].
3. Press ***Menu*** [▭].
4. Select ***Copy*** on the ***App*** menu.
5. Select the ***Copy To*** pick list and select the destination: ***<card name>*** or ***Phone***.
6. Select the ***From*** pick list and select the location of the application you want to copy: ***<card name>*** or ***Phone***.
7. Highlight the application you want to copy.
8. Select ***Copy***.

Tip	*You can install an application directly to an expansion card instead of copying it from your device's main memory. See "Installing Applications" on page 248 for details.*

Viewing Expansion Card Information

The *Card Info* application displays general information about the expansion card that is currently in the expansion card slot, and it enables you to rename and format a card.

- Press *Applications* and select *Card Info*.

Renaming an Expansion Card

If you change the contents of an expansion card, you may at some point want to rename the card to better match its contents.

1. Make sure the card is not write-protected. (For details, see the instructions that came with your card.)
2. Insert the expansion card into the expansion card slot. *Applications* view automatically appears.
3. Select the *category* pick list at the top of the screen, and then select *All*.
4. Select *Card Info*.
5. Press *Menu*.
6. Select *Rename Card* on the *Card* menu.
7. Enter a new name for the card.
8. Select *Rename*.

Formatting an Expansion Card

Formatting an expansion card is similar to formatting a disk on a computer. When you format an expansion card, you erase all the information stored on the card and return it to a blank state.

1. Make sure the card is not write-protected. (For details, see the instructions that came with your card.)
2. Insert the card into the expansion card slot. ***Applications*** view automatically appears.
3. Select the ***category*** pick list at the top of the screen, and then select ***All***.
4. Select ***Card Info*** .
5. Press ***Menu*** .
6. Select ***Format Card*** on the ***Card*** menu.
7. Select ***OK***.

Customizing Your Device

In This Section

- Setting System Sounds
- Adjusting the Display and Appearance
- Changing the Applications Settings
- Customizing Device Buttons
- Setting the Date and Time
- Optimizing Power Settings
- Locking Your Device and Information
- Using Connection Settings
- Purchasing Accessories for Your Device

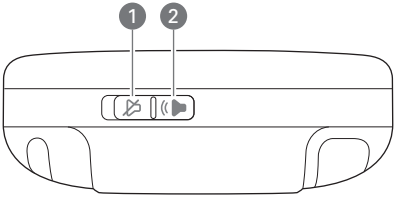
Setting System Sounds

Silencing Sounds

You can immediately silence all alerts, ringtones, music that plays through the built-in speaker, and system sounds by sliding the ***Ringer*** switch to ***Sound Off***. This does not, however, mute the audio during a phone call.

1. Slide the ***Ringer*** switch to ***Sound Off***. (Your device vibrates once to let you know that you've turned sounds off.)
2. To hear all sounds again, slide the ***Ringer*** switch to ***Sound On***.

When you slide the ***Ringer*** switch back to ***Sound On***, it restores the previous sound settings.



1 Sound Off
2 Sound On

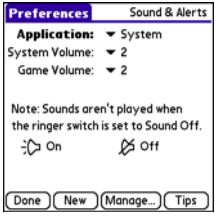
Tip	*Your device includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off. For information on setting the vibrate option, see the section on setting alert tones in the chapters that describe the individual applications.*

Setting System Volume Levels

You can set the volume level for system sounds, such as the tone that plays when you synchronize.

Tip	*If the Ringer switch is set to Sound Off, the ringer setting overrides the sound settings and all sounds are turned off.*

1. Press ***Applications*** and select ***Sounds*** .
2. Select the ***Application*** pick list, and then select ***System***.
3. Select the ***System Volume*** and ***Game Volume*** pick lists, and then select the volume levels.
4. Select ***Done***.



Adjusting the Display and Appearance

Adjusting the Brightness

Depending on the lighting conditions in which you're using your device, you may need to adjust the brightness of the screen and keyboard backlight.

1. Press ***Option*** , and then press ***Backlight*** .

* Backlight

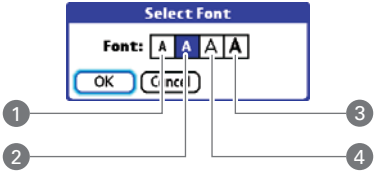
2. Press ***Left*** and ***Right*** to adjust the brightness.
3. Select ***Done***.

Tip	To automatically set the brightness to the low setting, press Option, and then press Menu.

Changing the Screen Font

You can change the screen font in ***Calendar***, ***Contacts***, ***Memos***, ***Sprint Picture Mail***, ***Tasks***, and the Web browser. The font styles may vary between applications, and some applications may offer fewer choices.

1. Open the application in which you want to change the font.



1 Small
2 Small Bold
3 Large
4 Large Bold

2. Press ***Menu***.
3. Select ***Options***, and then select ***Font***.
4. Select a font style. (In the Web browser, select the ***Font size*** pick list and select ***Large*** or ***Small***.)
5. Select ***OK***.

Tip	You can also change the text size in the VersaMail® application. See the User Guide for the VersaMail Application located on your Palm Software Installation CD, or visit palm.com/us/support/centro/centro_sprint for more information.

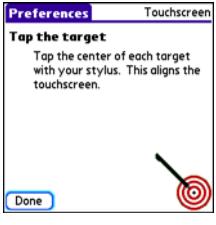
Setting Display Formats

Formats Preferences enable you to select number conventions based on geographic regions. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or PM suffix. Many of the built-in applications on your Palm Centro™ smart device use the ***Formats Preferences*** settings.

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Formats***.
3. Set any of the following preferences:
   - ***Preset to*** sets the standard number conventions for your country. When you select a country, the other ***Formats Preferences*** are automatically set to that country's conventions. You can also edit each option individually.
   - ***Time*** sets the time format. Select HH:MM to display a 24-hour clock.
   - ***Date*** sets the date format.
   - ***Week starts*** sets the first day of the week (usually Sunday or Monday).
   - ***Numbers*** sets the format for numbers with decimal points and commas.
4. Select ***Done***.

Aligning the Screen

Occasionally, your device screen may need to be readjusted. If this occurs, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can realign the screen any time. For best results, use the stylus to align the screen.



1. Press ***Applications*** and select ***Prefs***.
2. Select ***Touchscreen***.

3. Follow the onscreen instructions to tap the screen where indicated.
4. Select *Done*.

Changing the System Color Scheme

1. Press *Applications* and select *Prefs*.
2. Select *Color Theme*.
3. Select a color scheme from the list.
4. Select *Done*.

Tip	*You can also set the wallpaper for the Main view in the Phone application (see "Customizing the Main View in the Phone Application" on page 86) and the background for Agenda view in Calendar (see "Customizing Display Options for Your Calendar" on page 227).*

Changing the Applications Settings

You can change the Applications settings on your device so that you can easily access the applications you use most often. You can arrange and display your applications by category, reassign the buttons on your device, and select default applications for specific tasks.

Arranging Applications by Category

You can assign an application to a category and then display a specific category of applications in *Applications* view.

1. Press *Applications*.
2. Press *Menu*.
3. Select *Category* on the *App* menu.

4. Select the pick list next to each application and select a category.
5. Select ***Done***.

Tip	*To create a new category, select the category pick list and select Edit Categories. Select New, and then enter the category name. Select OK to close the dialog box, and then select OK again.*

Displaying Applications by Category

Do one of the following:

- Press ***Applications*** [⌂] repeatedly to cycle through all your categories.
- Select the ***category*** pick list at the top of the screen and select the category you want to display. Select ***All*** to display all your applications.

Selecting the Applications Display

By default, ***Applications*** view displays each application as an icon. As an alternative, you can view a list of applications. The list view is particularly useful when you have so many applications in a category that the applications fill up more than one screen.

1. Press ***Applications*** [⌂].
2. Press ***Menu*** [OK].
3. Select ***Options***, and then select ***Preferences***.
4. Select the ***View By*** pick list, and then select ***List***.
5. Select ***OK***.

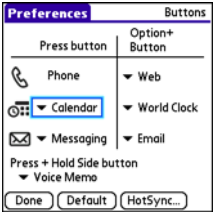
Customizing Device Buttons

Reassigning Buttons

With ***Buttons Preferences*** you can select which applications are associated with the quick buttons and the ***Side*** button on your device. You can assign a primary and secondary application to each of the three quick buttons that open an application.

Tip	*We recommend that you keep the primary button assignments on the factory settings until you become comfortable with the features of your device. If you do change the primary button assignments, remember that the instructions in this guide and in the other help features refer to the original button settings.*

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Buttons***.
3. Do any of the following:
   - Select the pick list next to the icon of the button you want to reassign, and then select an application
   - Select the pick list next to the ***Option + Button*** combination you want to reassign, and then select an application.
   - Select the ***Press + Hold Side button*** pick list, and then select an application.
4. Select ***Done***.



Tip	*You can also select HotSync to choose an application to open with the sync button on the sync cable. To restore all the buttons and key combinations to their factory settings, select Default.*

Changing Default Applications

Sometimes one application looks for another application to handle information (for example, a mail application might open a browser when you select a link in an email message). Your device comes with a set of predefined applications to handle email, messaging, and browser requests from other applications. If you have more than one application to handle these requests on your device, you can specify which application you want to use for each function.

1. Press *Applications* and select *Prefs*.
2. Select *Default apps*.
3. Select each pick list, and then select the application you want to associate with that function.
4. Select *Done*.

Setting the Date and Time

By default, your device synchronizes the date, time, and time zone with the Sprint National Network when your device is on and you are inside a coverage area. *Date & Time Preferences* let you manually set the date, time, and time zone for your device.

Note	*You can also add time zones to events you create in Calendar. See "Creating an Event" on page 221 for information.*

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Date & Time***.
3. Select the ***Automatically set*** pick list and select one of the following settings:
   - ***Nothing*** acquires no information from the Sprint network. You must set the date, time, and time zone yourself.
   - ***Date & time*** acquires the date and time from the Sprint network. You must set the time zone yourself.
   - ***Date, time, and time zone:*** The date, time, and time zone are acquired from the Sprint network. You cannot change any of the settings.

Note	*The options that appear on the screen in the remaining steps vary based on the setting you selected in this step.*

4. If the ***Location*** pick list appears, select it and then select a city in your time zone.

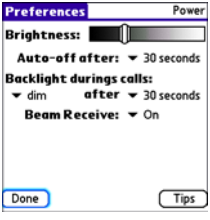
Note	*If you don't see a city in your time zone, select Edit List, select Add, select a city in your time zone, and then select OK. If necessary, modify any of the settings in the Edit Location dialog box, and then select OK.*

5. If the ***Date and Time*** fields appear, select the ***Date*** field and select the date, and then select the ***Time*** field and select the time.
6. Select ***Done***.

Optimizing Power Settings

Power Preferences enable you to adjust settings to maximize your device's battery performance.

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Power***.
3. Set any of the following preferences:



   - ***Brightness***: Sets the intensity of the screen and keyboard backlights. Drag the slider or press ***Left*** and ***Right*** to adjust the brightness level.
   - ***Auto-off after:*** Determines how long your screen stays on during a period of inactivity. When there is no interaction with the keyboard or screen for the specified time period, your screen turns off automatically.
   - ***Backlight during calls***: To preserve power during an active call, you can set the screen backlight either to dim or turn off after a specified amount of time. Turning off the backlight saves more power than dimming it. With the backlight turned off, you can still see a faint image on the screen and use any of the buttons on the screen. To return backlight brightness to normal, press any key or tap the screen. Be careful; pressing ***Power/End*** hangs up an active call, and tapping an onscreen button activates that command.
   - ***Beam Receive***: Determines whether your Centro device is ready to receive information over an infrared beam. If you leave this option off, you must return to this screen to turn on this option the next time you want to receive beamed information.
4. Select ***Done***.

Locking Your Device and Information

Your Centro device includes several features that help protect your device from inadvertent use and keep your information private. You can lock any of the following features on your device:

- ***Keyboard (Keyguard):*** You can use the ***Keyguard*** feature to disable the keyboard and all buttons in case they are accidentally pressed in your bag or pocket.
- ***Screen:*** You can disable the screen's touch-sensitive feature during an active call or call alert.
- ***Phone (Phone Lock):*** You can use the ***Phone Lock*** features to set your phone to require a password before a call is made. The built-in security software lets you call emergency services even if your phone is locked.
- Device***:*** You can set your device to require a password for you to see any information on the device.
- ***Entries:*** You can mask or hide entries marked as private and set your device to require a password for viewing them.

Locking Your Keyboard (Keyguard)

The ***Keyguard*** feature locks the keyboard so buttons aren't accidentally pressed or items on the screen aren't activated while your device is in a pocket or bag.

By default, ***Keyguard*** turns on whenever the screen is off. Each time you wake up the screen, you must turn off ***Keyguard*** to unlock the keyboard and use your device.

To turn off ***Keyguard***, do the following:

1. If the screen is off, press ***Power/End*** to wake up the screen.
2. Press ***Center*** to turn off ***Keyguard***. (To turn on ***Keyguard***, press ***Option*** and then press ***Power/End***.)

You can change how quickly ***Keyguard*** turns on, or you can disable the feature altogether. To change the ***Keyguard*** settings, do the following:

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Keyguard***.
3. Select the ***Auto-Keyguard*** pick list, and then do one of the following:
   - Select how quickly you want ***Keyguard*** to turn on: ***When power is turned off***, ***5 seconds after power off***, or ***30 seconds after power off***.
   - Select ***Disabled*** to completely disable the ***Keyguard*** feature until you turn it on again.
4. Select ***Done***.

Note	*If you disabled Keyguard, you can turn Keyguard on manually by pressing Option + Power/End when the screen is on. If you use this method, Keyguard stays on only until you press Center to turn it off; it does not come back on. To permanently reenable Keyguard, follow the preceding procedure and select one of the options from the Auto-Keyguard list.*

Locking Your Screen

You can set your device to automatically lock the screen's touch-sensitive features in certain situations.

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Keyguard***.

3. Check one or both of the following boxes:
   - *Incoming calls received:* Disables the screen when the phone rings. You must use the *5-way* to select the onscreen *Answer* and *Ignore* buttons, or press *Talk* to answer the call or *Power/End* to ignore the call.
   - *On a call:* Disables the screen after you answer a call. You must use the *5-way* to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your device near your ear to speak.
4. Select *Done*.

Locking Your Phone (Phone Lock)

You can lock your phone to prevent unauthorized calls and use of other wireless features. When your phone is locked, you must enter the correct code to unlock it. You can still call emergency services when your phone is locked, however.

1. Press *Phone*.
2. Press *Menu*.
3. Select *Options*, and then select *Phone Lock*.
4. (Optional) Select *Advanced*, enter up to three numbers that you can dial when your phone is locked, and then select *OK*. You do not need to enter 911 as one of the three numbers, because this number is always available.
5. Select one of the following *Phone Lock* options:
   - *On phone power off* locks your phone each time you turn it off. When this setting is active, you must enter your lock code each time you turn your phone on again.
   - *Immediately* locks your phone when you select *OK*. The next time you dial a number, you must enter your lock code to unlock your phone. After that, you can continue to make calls without entering your lock code, unless you select one of the phone lock options.

6. When prompted, enter the lock code, and then select ***OK***. (Unless you changed your lock code, it is the last four digits of your phone number.)
7. If you want to change the lock code, select ***Change Lock Code***, enter a new lock code, and then select ***OK***. Repeat this step to verify the new lock code.
8. Select ***OK***. If you selected ***Immediately*** in step 5, your phone locks right away. If you selected ***On phone power off***, your phone locks the next time you press and hold ***Power/End*** to turn off your phone.

To disable the current ***Phone Lock*** settings:

1. Press ***Phone***.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Phone Lock***.
4. Uncheck the ***On phone power off*** box and enter your lock code to change this setting.
5. Select ***OK*** twice.

Locking Your Device

To protect your personal information, you can lock the device so that you need to enter your password to access any of your information or use any features of your device, including the phone. You can still call emergency services when your device is locked.

Important	*If you lock your device, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your device (see "Hard Reset" on page 296). Performing a hard reset deletes all the entries in your device. However, you can restore all previously synchronized information the next time you synchronize your device with your computer (see "Synchronizing Information—The Basics" on page 39).*

1. Press *Applications* and select *Security*.
2. Select the *Password* box.
3. Assign a password and a password hint.
4. Select the *Auto Lock* Device box.
5. When prompted, enter your password, and then select *OK*.
6. Select one of the following options:
   - *Never* prevents your device from locking automatically. You can still lock your system manually by selecting *Lock & Turn Off* and then selecting *Off & Lock*.
   - *On power off* locks your device when you turn off the screen, or when it shuts off with the *Auto-off* feature.
   - *At a preset time* locks your device at a specific time of day.
   - *After a preset delay* locks your device after a period of inactivity.
7. Select *OK*.
8. Do one of the following:
   - Select *Lock & Turn Off* to lock your device immediately.
   - Press *Applications* to accept your settings and continue using your device.

Working With Private Entries

In most applications, you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting. You have two Security setting options:

- *Hide Records* prevents private entries from appearing anywhere in the application.
- *Mask Records* replaces private entries with a visual placeholder where the entry would normally appear.

After you enable the mask or hide settings, any entries marked as private are immediately hidden or masked. If you define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.

1. Display the entry that you want to mark private.
2. Select ***Details***.
3. Check the ***Private*** box.
4. Select ***OK***.

Hiding or Masking All Private Entries

1. Make sure the entries you want to hide or mask are marked private, as described in the preceding procedure.
2. Press ***Applications*** and select ***Security***.
3. Select the ***Current Privacy*** pick list, and then select either ***Hide Records*** or ***Mask Records***.
4. If prompted for your password, enter it and select ***OK***.

Viewing All Private Entries

You can reveal all of the entries you've hidden or masked.

1. Press ***Applications*** and select ***Security***.
2. Select the ***Current Privacy*** pick list, and then select ***Show Records***.
3. If prompted for your password, enter it and then select ***OK***.

Viewing Private Entries in a Specific Application

1. Open the application that contains the private entries you want to see.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Security***.
4. Select the ***Current Privacy*** pick list, and then select ***Show Records***.
5. Select ***OK***.
6. If prompted for your password, enter it and then select ***OK***.

Security and Palm® Desktop Software (Windows)

The Windows version of Palm® Desktop software observes the security password for your Centro device. If you forget your password, you cannot view your information in Palm Desktop software. If your device is unlocked, you can change your password on your device, but all entries marked as private are deleted. You can restore your private entries the next time you sync.

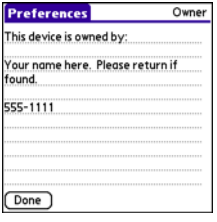
Follow these steps to recover a lost password:

1. Press ***Applications*** and select ***Security***.
2. Select the ***Password*** box.
3. Select the ***Lost Password*** box.
4. Select ***Yes***.

Entering Owner Information

You can use ***Owner Preferences*** to record information that you want to associate with your Centro device, such as your name, company name, and home phone number. If you lock your device (see "Locking Your Device" on page 285), the ***Owner Preferences*** information appears on the screen that requests your password to unlock it, and you must also enter your password to change the ***Owner Preferences*** information.

1. Press ***Applications*** and select ***Prefs***.
2. Select ***Owner***.
3. If you assigned a password with the ***Security*** application, select ***Unlock***, enter your password, and then select ***OK***.
4. Enter the text that you want to appear on the ***Owner Preferences*** screen.
5. Select ***Done***.



Connecting to a Virtual Private Network

If you want to use your Centro device to access your corporate email account or other files on your corporate server, you may need to set up a virtual private network (VPN) on your device. A VPN enables you to log in to your corporate server through the company's firewall (security layer). You need a VPN on your device if your device and your company's server are located on opposite sides of the firewall.

Check with your company's system administrator to see if a VPN is required for accessing the corporate server. If a VPN is necessary, you must purchase and install a third-party VPN client on your device to use this feature.

Note	*For information about third-party VPN client software, visit palm.com/us/support/centro/centro_sprint.*

1. Install your third-party VPN client. See "Installing Applications" on page 248 for details.
2. Press ***Applications*** and select ***Prefs***.
3. Select ***VPN***.
4. Enter the settings provided by your corporate system administrator.

Purchasing Accessories for Your Device

These and other accessories are available from your local Sprint Store or at palm.com/us/support/centro/centro_sprint. For more information, you can also dial #222 and press TALK on your smart device. Wait for the prompt, press ***3***, and then press ***2*** to order accessories. You can also visit sprint.com. Next-day delivery is available in select areas.

- *Vehicle Power Charger*
  Charges your device in your vehicle using the car lighter socket.
- *Replacement Battery*
  Serves as a backup battery if your primary battery becomes drained, is charging, or has reached the end of its useful life.
- *USB Sync Cable*
  Provides an extra cable (your device comes with one USB sync cable).
- *USB Docking Cradle*
  Provides a convenient and elegant desktop solution for synchronizing information, charging your device with any USB-enabled PC or Mac computer, and charging a second battery.
- *Extra AC Charger*
  Provides an extra 100–240 volt AC charger for your device.
- *International Travel Adapters*
  Provides snap-on adapters for continental Europe, the United Kingdom, and Australia. For use with the Extra AC Charger only.
- *Leather Side Case With Belt Clip*
  Clips to your belt or bag for quick access and protection for your device.
- *Stylus*
  Provides a replacement or spare stylus for your device.

Resources

Sprint ahead

Help

In This Section

- Trouble Upgrading?
- Resetting Your Palm Centro™ Smart Device
- Replacing the Battery
- Troubleshooting
- Making Room on Your Palm Centro™ Smart Device
- Third-Party Applications
- Errors
- Where to Learn More

Trouble Upgrading?

If you experience problems with your Palm Centro™ smart device after performing the upgrade steps described in “Upgrading From Another Palm OS® by ACCESS Device” on page 35, you may have incompatible applications or settings that were not quarantined during the installation process. These files reside in the Backup subfolder of your user folder. Incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience problems after upgrading, follow these steps to correct the problem:

1. Locate your user folder on your computer:
   - ***Windows:*** If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of the second word of your device name, followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:
     C:\Program Files\Palm\
     C:\Program Files\palmOne\
     C:\Program Files\Handspring\
   - ***Mac:*** Your user folder name is the same as your device name and is usually found in this location:
     <Mac hard drive> : Users : <Your Mac username> : Documents: Palm : Users.
2. Make a copy of your user folder and store it in a safe place.
   - ***Windows:*** Copy the folder, and then paste it to your Windows desktop.
   - ***Mac:*** Select the folder, press and hold the ***Option*** key, and then drag the folder to your Mac desktop.
3. Confirm that the copy of your user folder includes a subfolder named Backup, and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.

4. Delete all files from the *original* Backup subfolder.
5. Perform a hard reset on your device. See “Resetting Your Palm Centro™ Smart Device” on page 295 for instructions.
6. Sync your Centro smart device by Palm with your *new* desktop software; be sure to select your existing device name from the ***User*** list.
7. Reinstall third-party applications from the copy of your Backup subfolder (see “Installing Applications” on page 248 for instructions). We recommend that you install one application at a time to help you identify the application that caused the problem. We also recommend that you *do not* install any applications that do any of the following:
   - Modify phone functions, such as ringtones, dialing, or caller ID.
   - Replace organizer applications, such as ***Contacts*** or ***Calendar***.
   - Set data connection features, such as activating or ending data connections.
   - Provide Web-clipping applications or files, such as PQA files.
   - Provide instant messaging features.

   If you want to continue using these types of applications, please contact the third-party developer for software updates and information about compatibility with your Centro smart device by Palm.

Resetting Your Palm Centro™ Smart Device

Soft Reset

Performing a soft reset is similar to restarting a computer. If your Centro device is not responding or you’re having trouble synchronizing with your computer, a soft reset may help. All your information is retained when you perform a soft reset.

1. Remove the battery from your device, and then reinsert it. (See “Replacing the Battery” on page 298 for details.)

Note	*The reset begins when you insert the battery and ends when the Date & Time Preferences screen appears.*

2. Select ***Done***.

System Reset

A system reset, also called a safe or warm reset, can be useful if your device loops or freezes during a soft reset. Performing a system reset allows you to get out of the loop and restores limited functionality to your device in order to uninstall a third-party application that’s causing the problem. Note that after a system reset, you must perform a soft reset to restore full functionality, including the wireless features, to your device.

1. Remove the battery from your device.
2. Press and hold ***Up*** ▲ on the ***5-way*** ◯ while reinserting the battery. (See “Replacing the Battery” on page 298 for details.)
3. When ***Date & Time Preferences*** appears, release ***Up*** ▲.
4. Delete the third-party application that you suspect is causing the problem.
5. Perform a soft reset. (The wireless features of your device are not available until you complete this step.)

Hard Reset

A hard reset erases all information and third-party software on your Centro device. ***Never perform a hard reset without first trying a soft reset and a system reset.*** You can restore previously synchronized information the next time you synchronize.

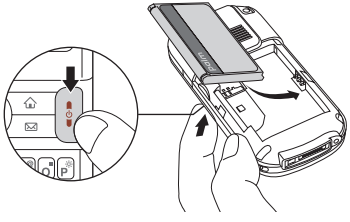
Note	*Your device might not re-establish a Sprint Power Vision session after a hard reset. To manually establish a new Sprint Power Vision session, open the Web browser to access a Web site.*

A hard reset can tell you if a problem stems from your Centro device or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem is related to software you installed. See “Third-Party Applications” on page 322 for suggestions on diagnosing third-party software issues.

Important	*If you set a password on your device, performing a hard reset reformats your device (the message “Reformatting in progress” is displayed). This is a more severe form of a hard reset, which removes all your information and restores your formats, preferences, and other settings to the factory default settings.*

Note	*Some third-party applications do not create a backup on your computer when you synchronize. If you perform a hard reset, you may lose data in these applications and you need to reinstall these applications after the hard reset. Please contact the developer to find out which information is backed up during synchronization.*

1. Remove the battery from your device.
2. Press and hold ***Power/End*** while reinserting the battery. (See “Replacing the Battery” on page 298 for details.)
3. When the second Palm® logo appears, release ***Power/End***.
4. When the “Erase all data?” prompt appears, press ***Up*** ▲ to confirm the hard reset.
5. If a “Reformatting in progress” message appears, do not touch your device until the process is complete. This may take up to ten minutes.



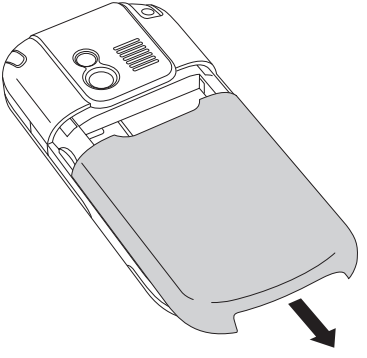
6. Follow the onscreen instructions to align the screen and set the date and time.

7. (Optional) If you want to confirm that the hard reset was successful, press ***Applications*** and select ***HotSync***. (If you see your device name in the upper-right corner, the hard reset was *not* successful. If you do not see your device name, the reset was successful.)
8. Sync to restore any previously synchronized information.

Replacing the Battery

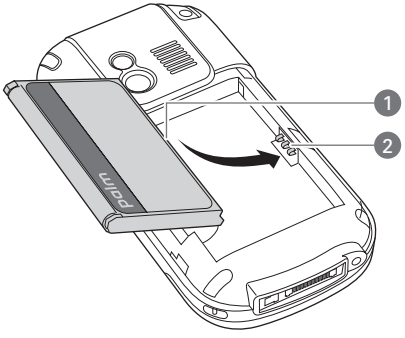
Your Centro device comes with a replaceable battery. Be sure to use a battery that is approved by Sprint and that is compatible with your device. Failure to use the proper battery may result in personal injury or product damage, and it voids your device warranty.

1. Press ***Power/End*** to turn off the screen.
2. Gently press down on the ***Battery Door***, and then slide the door downward to remove it from your device.



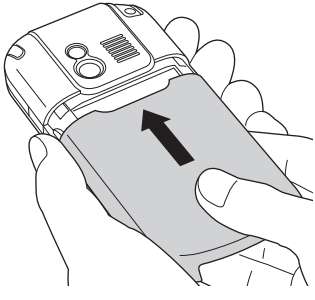
3. Place a finger in the notch next to the battery and lift the battery to remove it from the compartment.

4. Align the battery contacts with the device contacts.



1 Battery Contacts
2 Device Contacts

5. Insert the new battery into the compartment and press it into place. Slide the battery door onto the back of the device until it clicks into place.



6. If the device does not turn on, connect your device to the charger or sync cable.
7. Wait for your device to turn on, and then enable the network time or set the date and time when prompted.

Note	*Be sure to dispose of your old battery properly. In some areas, disposal in household or business trash is prohibited.*

WARNING	*Use only Sprint-approved or Palm-approved batteries and chargers with your phone. The failure to use a Sprint-approved or Palm-approved battery and charger may increase the risk that your phone will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage.*

WARNING	*Do not handle a damaged or leaking Li-ion battery, or you risk being burned.*

Note	*Your Centro smart device may not run when attempting to use a battery that is not Palm-approved.*

Desktop Software Installation

If you are having trouble installing the desktop software, you may have the wrong version of the software or some of your computer's resources may be unavailable. Follow these steps to retry the installation:

Note	*The Palm Software Installation CD installs software that enables you to synchronize using Palm® Desktop software or Microsoft® Outlook® for Windows. If you want to synchronize using a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to learn whether desktop software is available for your new Centro device.*

1. Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.
2. Restart your computer.
3. Quit any active applications, including virus scanners and Internet security applications.
4. Make sure you're installing the software from the Palm Software Installation CD that came with your new Centro smart device by Palm. (Other versions of the desktop software may not work with this device.)
5. Insert the Palm Software Installation CD to restart the installation.

Important	*Always use the same language for your Centro device, your operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.*

Screen

The Screen Appears Blank

1. When a call lasts longer than the limit specified in ***Power Preferences***, the screen dims automatically. In certain lighting conditions, the screen may appear blank when this occurs. Press any key except ***Power/End*** to restore the screen to normal brightness. (Pressing ***Power/End*** hangs up the call.)
2. When a period of inactivity lasts longer than the limit specified in ***Power Preferences***, the screen turns off. When you are not on a call, press and release ***Power/End*** to wake up the screen. When you are on a call, press any key except ***Power/End*** to wake up the screen.
3. Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see "Adjusting the Brightness" on page 273).
4. If the screen is still blank, perform a soft reset (see "Soft Reset" on page 295).
5. If the problem persists, connect the Centro device to the AC charger (see "Charging the Battery" on page 23) and perform a soft reset again.
6. If that doesn't work, perform a hard reset (see "Hard Reset" on page 296).

The Screen Doesn't Respond Accurately to Taps or It Activates Wrong Features

1. Press ***Applications*** and use the ***5-way*** to select ***Prefs***.
2. Use the ***5-way*** to select ***Touchscreen***.
3. Follow the onscreen instructions to align the screen. For best results, use the stylus to align the screen.
4. Select ***Done***.
5. If the problem persists, check for material trapped between the screen and the edge of the device.
6. If you're using a screen protector, make sure that it is properly installed.

There's a Blinking Bell at the Upper-Left Corner of the Screen

The blinking bell in the upper-left corner of the screen is the ***Alert Manager*** symbol. It appears when you have alarms or messages that you haven't acknowledged.

1. Press and hold ***Center*** or tap the ***Alert Manager*** symbol with your stylus.
2. When the list of pending alerts appears, do either of the following:
   - Select the alert text to view the item and keep it in the list.
   - Check the box next to an alert to clear it from the list, and then select ***Done***.

Synchronization

Synchronization backs up the information from your device onto your computer and vice versa. If you ever need to perform a hard reset or otherwise need to erase all your information on your device, you can synchronize your device with your computer to restore the information. Similarly, if your computer crashes and your Palm Desktop software information is damaged, you can recover your information by synchronizing with your device. To make sure you always have an up-to-date backup of your information, synchronize frequently.

This section describes synchronization between your Centro device and a desktop computer running Palm Desktop software. You can also synchronize the information on your device using third-party applications. See the separate documentation for other applications for information on features and configuration.

Before you attempt to synchronize, make sure you've installed the desktop synchronization software from the Palm Software Installation CD.

I Can't Find My User Folder

Windows: If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of the second word of your device name, followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:
C:\Program Files\Palm\

C:\Program Files\palmOne\
C:\Program Files\Handspring\

Mac: Your user folder name is the same as your device name and is usually found in this location: <Mac hard drive> : Users : <Your Mac username> : Documents : Palm : Users.

Palm® Desktop Software Does Not Respond to a Synchronization Attempt

1. Make sure that the USB sync cable is securely connected to the USB port on your computer and on the bottom of your device (see "Connecting Your Palm Centro™ Smart Device to Your Computer" on page 38).
2. Make sure that *HotSync® manager* is running:
   - *Windows*: Right-click the *HotSync manager* icon in the taskbar in the lower-right corner of your computer screen. Click *Settings*, click *Connections*, and make sure *USB* is checked. If you don't see the *HotSync manager* icon, click *Start*, select *Programs*, select Palm, and then select *HotSync Manager*.

   - *Mac*: Find the *Palm* folder on your Mac hard drive. Double-click the *HotSync manager* icon in the *Palm* folder. In the *Connection Settings* panel, set *Local Setup Port* to Palm *USB*.
3. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
4. Perform a soft reset (see "Soft Reset" on page 295).
5. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
6. If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different USB port, or directly to your computer's built-in USB port.

7. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
8. (Windows only) Uninstall Palm Desktop software. Click ***Start***, select ***Settings***, select ***Control Panel***, select ***Add or Remove Programs***, select Palm Desktop ***by ACCESS***, and then click ***Change/Remove***.

Note	*Palm Desktop software for Mac computers does not provide an automated uninstall option. For information on uninstalling Palm Desktop software on a Mac, go to palm.com/us/support/centro/centro_sprint or contact Palm Technical Support for Mac computers.*

9. Reboot your computer.
10. Reinstall the synchronization software from the Palm Software Installation CD that came with your device.

Synchronization Starts But Stops Without Finishing

If you upgraded from a previous Palm OS® by ACCESS device or received a system error, such as Sys0505, there may be conflicts with software on your device.

1. Locate your ***Backup*** folder and rename the folder (for example, BackupOld). Note that "Palm" in the following locations might be "Handspring" or "palmOne," based on the device you're upgrading from:
   - ***Windows:*** C:\Program Files\Palm\<device name>
   - ***Mac:*** Mac HD\Applications\Palm\Users\<device name>
2. Synchronize.
3. Manually reinstall any third-party applications you want on your device. If necessary, use the items in the old Backup folder you renamed.
4. (Windows only) If the Windows ***New Hardware Wizard*** appears, the synchronization process may be timing out before the wizard completes its job. Follow all instructions in the ***New Hardware Wizard***, and then sync again.

5. (Windows only) Uninstall Palm Desktop software. Click ***Start***, select ***Settings***, select ***Control Panel***, select ***Add or Remove Programs***, select Palm Desktop ***by ACCESS***, and then click ***Change/Remove***.

Note	*Palm Desktop software for Mac computers does not provide an automated uninstall option. For information on uninstalling Palm Desktop software on a Mac, go to palm.com/us/support/centro/centro_sprint or contact Palm Technical Support for Mac computers.*

6. Reboot your computer.
7. Reinstall the synchronization software from the Palm Software Installation CD that came with your device.

Tip	*The HotSync Log can tell you when and why synchronization stopped. Right-click the HotSync manager icon in the taskbar in the lower-right corner of your computer screen, and then select View Log.*

Synchronization Finishes But Information Does Not Appear Where It Should

1. Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Palm Software Installation CD enables you to choose whether to synchronize with Palm Desktop software or Microsoft Outlook for Windows. Reinsert the installation CD and select ***Change your sync method*** if necessary. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.
2. If multiple Palm OS devices are synchronizing with your computer, make sure Palm Desktop software is displaying your information and not another user's. Make sure the correct device name is selected in the ***User*** list on the toolbar of Palm Desktop software.
3. Open ***HotSync manager*** on your computer, and make sure the necessary conduits are set to ***Synchronize the files***.

4. (Windows only) Uninstall Palm Desktop software. Click ***Start***, select ***Settings***, select ***Control Panel***, select ***Add or Remove Programs***, select Palm Desktop ***by ACCESS***, and then click ***Change/Remove***.

Note	*Palm Desktop software for Mac computers does not provide an automated uninstall option. For information on uninstalling Palm Desktop software on a Mac, go to palm.com/us/support/centro/centro_sprint or contact Palm Technical Support for Mac computers.*

5. Reboot your computer.
6. Reinstall Palm Desktop software from the Palm Software Installation CD that came with your device.
7. If you're using Microsoft Outlook, consider the following:
   - With the included software, you can synchronize your Centro device with the Contacts, Calendar, Tasks, and Notes folders on your computer. If you want to synchronize your information with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses, and then select ***Add to Personal Address Book***).
   - Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.
   - If you're trying to synchronize offline, be sure to set your Outlook ***Calendar***, ***Contacts***, ***Notes***, and ***Tasks*** to be available offline.

Tip	*For more information on Outlook conduits, click the HotSync manager icon in the taskbar, select Settings, select Applications, highlight an application with Outlook in its name, select Configure, and then select Help.*

I Have Duplicate Entries in Microsoft® Outlook® After I Synchronize

1. Open ***Microsoft Outlook*** and delete the duplicate entries.
2. On your computer, go to the application with duplicate entries and manually enter any information you've added to your device since the last time you synchronized.
3. Click the ***HotSync manager*** icon in the taskbar, and select ***Settings***.
4. Select ***Applications***, and then highlight an application that has duplicate entries that also has ***Outlook*** in its name.
5. Click ***Configure***.
6. Select ***Desktop overwrites handheld***, and then click ***OK***.
7. If more than one application has duplicate entries, repeat steps 4 through 6 for each application with duplicates.
8. Click ***Done***.
9. Synchronize your device and your computer.

My Appointments Show Up in the Wrong Time Slot After I Sync

If you create an appointment in the wrong time zone (for example, your desktop was set to the wrong time zone), it shows up in the wrong time zone on your device after you sync. To be safe, enable local network time (see "Setting the Date and Time" on page 279) and avoid assigning time zones to your appointments (see "Creating an Event" on page 221).

If you're using Microsoft Outlook:

1. Make sure that you installed the Microsoft Outlook conduit that came with your Centro smart device by Palm. If you're not sure whether this software is installed, reinstall it.
2. Open ***Microsoft Outlook*** and correct the wrong entries.
3. On your computer, manually enter any Calendar information you added to your device since the last time you synchronized.
4. Click the ***HotSync manager*** icon in the taskbar, and select ***Settings***.

5. Select ***Applications***, and then highlight an application that has both ***Calendar*** and ***Outlook*** in its name.
6. Click ***Configure***.
7. Select ***Desktop overwrites handheld***, and then click ***OK***.
8. Synchronize your device and your computer.
9. Repeat steps 6 through 8 to open the ***Calendar Change HotSync Action*** dialog box.
10. Select ***Synchronize the files***, and then click ***OK***.

If you're using Palm Desktop software:

1. On your device, press ***Calendar***.
2. Press ***Menu***.
3. Select ***Options***, and then select ***Preferences***.
4. Uncheck the ***New events use time zones*** box (if it's checked).
5. On your computer, open Palm Desktop software and correct the wrong entries.
6. On your computer, manually enter any Calendar information you added to your device since the last time you synchronized.
7. Click the ***HotSync manager*** icon in the taskbar, and select ***Settings***.
8. Select ***Applications***, and then highlight ***Date Book***.
9. Click ***Configure***.
10. Select ***Desktop overwrites handheld***, and then click ***OK***.
11. Synchronize your device and your computer.
12. Repeat steps 7 through 9 to open the ***Date Book Change HotSync Action*** dialog box.
13. Select ***Synchronize the files***, and then click ***OK***.

To avoid this problem in the future, do not assign time zones to your events. Palm Desktop software does not support time zones.

Phone

Signal Strength Is Weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you know when to expect signal-strength issues.

- If you're standing, move about 3 meters in any direction.
- In a building, move near a window. Open any metal blinds.
- In a building, move outdoors or to a more open area.
- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your device so that it's level with a window.

My Palm Centro Smart Device Won't Connect to the Mobile Network

- Try the suggestions in the preceding section for weak signals.
- Turn off your phone and turn it on again (see "Turning Your Device's Phone On and Off" on page 61).
- Perform a soft reset (see "Soft Reset" on page 295).
- If you have an active DUN session (that is, you are using your device's phone as a modem), terminate the session (see "Using Your Device's Phone as a Modem" on page 109 or "Using Your Device as a Wireless Modem" on page 173).

The Other Person Hears an Echo

- Try decreasing the volume on your device to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the earpiece.
- Position the earpiece closer to your ear to prevent sound leaking back into the microphone. Keep your hand away from the microphone hole, which is on the bottom right side of the phone.
- If you're using the speakerphone feature with your device lying on a flat surface, try turning the device face down (screen facing the surface).

I Hear My Own Voice Echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My Voice Is Too Quiet on the Other End

- Be sure to position the bottom of the Centro smart device, or the hands-free microphone, close to your mouth.
- Check the signal-strength indicator. If the signal is weak, try to find an area with better coverage.

I Hear Static or Interference

Check the signal-strength indicator. If the signal is weak, try to find an area with better coverage.

If you're using a hands-free device enabled with Bluetooth® wireless technology, try the following:

- Move your Centro device closer to the hands-free device. Audio quality degrades as the distance between your Centro device and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the Centro device and your hands-free device. For example, move your Centro device to the same side of your body as your hands-free device.

My Device Hangs Up When I Hold It to My Ear

You may be accidentally pressing the onscreen ***Hang Up All*** button with your cheek. Try holding the device so that your face doesn't press against the screen. If this is not convenient, you may want to disable the screen's touch-sensitive feature during active calls (see "Locking Your Screen" on page 283).

My Device Seems to Turn Off by Itself

Your Centro device has a power-saving feature that's set to turn off the device if it has been idle for 1 minute. You can change the auto-shut off interval (see "Optimizing Power Settings" on page 281).

If a system error and reset occur, the Centro device automatically turns the phone on if it was on before the reset. However, if the device can't determine if your phone was on before the reset, the phone does not automatically turn on (see "Turning Your Device's Phone On and

Off" on page 61). If the problem persists and you're using third-party applications, see "Third-Party Applications" on page 322 for additional suggestions.

My Device Makes or Answers Calls When It's in a Bag or Pocket

The ***Keyguard*** feature locks the keyboard so buttons aren't accidentally pressed or items on the screen aren't activated while your device is in a pocket or bag. This feature is on by default; if you have turned Keyguard off, turn it back on (see "Locking Your Keyboard (Keyguard)" on page 282).

If Keyguard is off, items in your bag or pocket may be pressing the onscreen ***Answer*** button or otherwise activating screen items. If this happens, be sure to press ***Power/End*** to turn off the screen before placing it in your briefcase or pocket. You may also want to disable the screen's touch-sensitive feature during incoming calls (see "Locking Your Screen" on page 283).

If you are using a Bluetooth hands-free device with your Centro device, you may have turned the auto-answer feature on in ***Handsfree Preferences***. For information, see "Customizing Advanced Settings for Your Hands-Free Device" on page 86.

Hands-Free Devices

I Can't Make or Receive Calls Using a Bluetooth® Hands-Free Device

Confirm all of the following:

- The device with Bluetooth wireless technology is compatible with your Centro device. Go to palm.com/us/support/centro/centro_sprint for a list of compatible devices.
- Press ***Applications*** and select ***Bluetooth***. Make sure the ***Bluetooth*** setting is turned on in the Bluetooth application.
- You have already formed a partnership between your Centro device and your hands-free device, and the hands-free device appears in the Trusted Devices list (see "Connecting to a Bluetooth® Hands-Free Device" on page 83).
- Your hands-free device is charged and turned on.

- Your Centro device is within range of the hands-free device.

Note	*Bluetooth range is up to 10 meters in optimum environmental conditions. Performance and range can be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.*

I Hear Static or Interference When Using My Hands-Free Device

- Try moving your Centro device closer to the hands-free device. Audio quality degrades as the distance between your Centro device and hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the Centro device and your hands-free device.

Some Features of My Hands-Free Device Don't Work With My Palm Centro Smart Device

- Check the Palm compatibility list at *palm.com/us/support/centro/centro_sprint* to ensure that your device is compatible.
- Not all hands-free features work with every hands-free device. Check the documentation that came with your hands-free device or the manufacturer's Web site for feature-compatibility information specific to your device.

Email

Note	*The following troubleshooting tips apply to the VersaMail® application only. If you are using Sprint Mobile Email℠ as your email application, refer to the documentation included with that application for troubleshooting tips.*

I Have Problems Using My Account

You cannot synchronize messages in the VersaMail application with your computer using the USB sync cable. You can synchronize VersaMail messages wirelessly using Microsoft Exchange ActiveSync.

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure and are experiencing problems using the account, verify that the account complies with your email provider's requirements by following these steps:

- Verify both your password and your username for your email account.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some email service providers have other requirements specific to their service. For example, Yahoo! requires you to pay for a POP account in order to download email messages from your Yahoo! account to your device. Check with your service provider to see if any provider-specific requirements exist.
- Service provider settings change frequently. If your email account was working but you are currently experiencing problems, check with your wireless or email service provider to see if any of the account settings have changed.

I Have Problems Sending and Receiving Email

Short periods of time when email is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Sprint Customer Service for outage information in your area.

Microsoft Direct Push or Auto Sync Is Not Working

If push or an Auto Sync operation is occurring and you turn your device's phone off or the connection to your email service provider is disconnected, the push or Auto Sync operation fails. If Microsoft Direct Push or a scheduled Auto Sync doesn't take place or starts but does not finish, make sure your device's phone is on and that your data connection to your mail server or email service provider has not been interrupted.

I Have Problems Sending Email

If you are able to receive email messages but cannot send them, try these steps, in turn:

- Make sure your ISP or email provider allows you to access email on a wireless device. Several providers, like Hotmail, do not offer the option to view messages in an email application on your device such as the VersaMail application (you can, however, view Hotmail messages in the web browser on your device). Other providers require an upgrade to access email on a wireless device.
- Turn on ESMTP. Many services require authenticated access, or ESMTP, to use their SMTP servers. See the *User Guide for the VersaMail Application* located on your Palm Software Installation CD, or visit *palm.com/us/support/centro/centro_sprint* for information on turning ESMTP on.
- Enter the name of a different outgoing mail server for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Check with your email service provider for the correct outgoing mail server name.

I Have Problems Synchronizing Messages on My Device With Messages on My Computer

You cannot synchronize messages in the VersaMail application with your computer using the USB sync cable. You can synchronize VersaMail messages wirelessly using Microsoft Exchange ActiveSync.

My vCard or vCal Email Attachment Isn't Forwarding Correctly

Palm Desktop software provides several features that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:

1. Click ***Start*** on your computer, and then select ***Control Panel*** or ***Settings > Control Panel***.
2. Select ***Internet Options***, and then click the ***Programs*** tab.
3. Make sure that the email field is set to the correct email client software.
4. Click ***OK***.
5. Start the email client software and make sure it is configured as the default MAPI client. (Consult the documentation for your desktop email application for more information.)

After I Get Messages, Either Manually or Through Auto Sync, Messages Disappear From My Inbox

If you have an account that uses Microsoft Exchange ActiveSync®, when Microsoft Direct Push takes place or you perform an Auto Sync, the last three days' worth of email messages are downloaded from your mail server to your Inbox. All messages older than three days are deleted from your Inbox; they are not deleted on the server, however.

You can change the setting in VersaMail preferences to download fewer than three days' worth of messages (in which case, more-recent messages are deleted from your Inbox), or to download all messages regardless of the date (in which case all messages continue to appear in your Inbox).

I Am Using Microsoft Exchange ActiveSync®, But Email Messages, Calendar Events, and Contacts Information Are Not Downloading to My Device

Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), Microsoft Direct Push or wireless synchronization of email messages, Calendar events, and Contacts information using Microsoft Exchange ActiveSync cannot take place.

Messaging

I Can't Tell If Data Services Are Available

When your phone is on, icons appear in the title bar in the ***Main*** view of the ***Phone*** application to indicate whether data services are available and whether a data connection is active. See "Checking Signal Strength and Phone Status" on page 97 for a description of the icons that indicate that data services are available.

If your phone is on and you do not see any of the data icons, then data services are not available in your current location.

I Can't Send or Receive SMS Text Messages

- Make sure your phone is turned on (see "Turning Your Device's Phone On and Off" on page 61).

- Contact Sprint to verify that your plan includes SMS messaging services, that these services have been correctly activated, and that they are available at your location. Sprint should be able to tell you if messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.
- Verify with the recipient that the receiving device can handle text messages.
- If a text message arrives but does not display an alert, perform a soft reset (see “Soft Reset” on page 295).

I Can’t Send or Receive Sprint Picture Mail Messages

- Make sure your phone is turned on (see “Turning Your Device’s Phone On and Off” on page 61).
- Contact Sprint to verify that your plan includes Sprint Picture Mail messaging services, that these services have been correctly activated, and that they are available at your location. Sprint should be able to tell you if messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.
- When your phone is on, icons appear in the title bar in the ***Main*** view of the ***Phone*** application to indicate whether data services are available and whether a data connection is active. See “Checking Signal Strength and Phone Status” on page 97 for a description of the icons that indicate that data services are available.
- Verify with the recipient that the receiving device can handle Picture Mail messages.
- If you have an active DUN session (that is, you are using your device’s phone as a modem), terminate the session (see “Using Your Device’s Phone as a Modem” on page 109 or “Using Your Device as a Wireless Modem” on page 173).
- If a Picture Mail message arrives but does not display an alert, perform a soft reset (see “Soft Reset” on page 295).

Web

I Can't Tell If Data Services Are Available

When your phone is on, icons appear in the title bar in the ***Main*** view of the ***Phone*** application to indicate whether data services are available and whether a data connection is active. See "Checking Signal Strength and Phone Status" on page 97 for a description of the icons that indicate that data services are available.

If your phone is on and you do not see any of the data icons, then data services are not available in your current location.

The Device Won't Connect to the Internet

Your Centro smart device by Palm supports Sprint Power Vision, a connection method that is persistent and is faster and more reliable than a regular dial-up connection. All Sprint customers can connect to the Internet, but to avoid high per-minute charges, we recommend that you subscribe to a Sprint Power Vision plan. Contact Sprint to verify that your subscription plan includes Sprint Power Vision services and that these services have been correctly activated, and to confirm your username and password. Sprint should also be able to tell you if there are any outages in your area.

1. Press and hold ***Power/End*** to turn off your phone. Then press and hold ***Power/End*** again to turn your phone back on.
2. Press ***Phone*** and look for either the Sprint Power Vision or the icon, or the Sprint 1xRTT data icon in the title bar of the ***Main*** view. See "Checking Signal Strength and Phone Status" on page 97 for a description of the icons that indicate that data services are available.
3. If you see one of those icons, you are in a data coverage area. Try connecting to the Internet again. If you do not see one of those icons, press ***Applications***, select ***Prefs***, and continue with the following steps.
4. Select ***Network***.
5. Select the ***Service*** pick list and select ***Power Vision***. (If ***Power Vision*** does not appear in the list, call Sprint for assistance.)

6. Select ***Connect***.
7. If the connection is successful, go to the Web browser. If you still can't make a connection, perform a soft reset (see "Soft Reset" on page 295).
8. If your phone did not turn on automatically, press and hold ***Power/End*** to turn on your phone, and try connecting to the Internet.
9. Contact Sprint to verify the following:
   - Your subscription plan includes high-speed data services.
   - Data services have been activated on your account.
   - Data coverage is available in your location.
   - There are no data service outages in your location.

I Can't Access a Web Page

First, make sure you have Internet access. Open the Web browser to see if you can view a Web page you've successfully viewed before. To ensure that you're viewing the page directly from the Internet, press ***Menu*** , select ***Go***, and then select ***Refresh***.

If you can view the page after you refresh it but you still can't access the page you were originally trying to view, the page may contain elements that are not supported by the Web browser. These include Flash, Shockwave, VBScript, WMLScript, and other plug-ins.

Some Web sites use a redirector to their true home page. If the Web browser on your device can't follow the redirect, try using a desktop browser to see the landing page of the redirector, and then enter that address in the Web browser on your device.

It Takes a Long Time for a Web Page to Load

If it is taking longer than usual to load Web pages, you may have traveled from a high-speed Sprint Power Vision service area to a Sprint 1xRTT service area. Although Sprint 1xRTT data service is considered a high-speed data service, it can seem slow if you are used to Sprint Power Vision speed.

1. Press ***Phone*** and look for the Sprint Power Vision or icon or the Sprint 1xRTT data icon in the title bar of the ***Main*** view. See "Checking Signal Strength and

Phone Status" on page 97 for a description of the icons that indicate that data services are available.

2. If you see the Sprint Power Vision or icon, there may be a problem with the Web site you are trying to access. Try opening a different Web page to see if the problem persists.
3. If you see the Sprint 1xRTT data icon, you may be experiencing the difference in performance between the two types of data networks.
4. To be sure there is not a problem with your connection to the Sprint network, press and hold ***Power/End*** to turn off your phone. Then press and hold the same button to turn it back on again.
5. Try opening the Web page again to see if it loads faster.

An Image or Map Is Displayed Too Small on the Device Screen

The Web browser has two modes: ***Optimized*** and ***Wide Page***. ***Optimized*** mode resizes all images and page elements to make them fit in a single vertical column on the Centro device screen. Switch to ***Wide Page*** mode to see the image in its original, full-size form (see "Viewing a Web Page" on page 156).

You may also be able to save the image to your device or to an expansion card and then view the image later on your computer (see "Downloading Files From a Web Page" on page 158 for information).

A Secure Site Refuses to Permit a Transaction

Some Web sites don't support certain browsers for transactions. Please contact the site's Webmaster to make sure the site allows transactions using your device's Web browser.

Dial-Up Networking Using Bluetooth Technology

My Computer Does Not Appear on the Trusted Devices Screen

- If you select ***Add*** Device and your computer does not appear on the list, make sure that the computer's Bluetooth setting is on and that the computer is discoverable. Check with your computer manufacturer for help with locating and changing these settings.
- Select ***Find More*** on the ***Trusted*** Device***s*** screen again.

I Get a Message That There Is an Error Creating a DUN Connection With My Palm Centro Smart Device

- Re-create the partnership between your Centro device and your computer (see “Accepting a Connection From Another Bluetooth Device” on page 172).

Camera

Here are some tips for taking good pictures with the built-in camera:

- Clean the camera’s lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the device as still as possible. Try supporting your picture-taking arm up against your body or a stationary object (such as a wall).
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject’s face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 45 centimeters away from the camera to ensure good focus.

Remember that when you synchronize your device with your computer, your photos and videos are stored on your hard drive (see “Viewing Pictures and Videos on Your Computer” on page 194).

Making Room on Your Palm Centro™ Smart Device

Keep in mind that your Centro device includes an expansion card slot, and that you can store applications and information on expansion cards (sold separately). However, you still need free memory on the device itself to run applications from an expansion card.

If you store a large number of entries or install many third-party applications, the internal memory on your Centro device may fill up. Here are some common ways to clear space on your device:

- ***Email.*** Messages that have large attachments can quickly consume memory on your device. Delete emails with large attachments. If you have hundreds of messages with or without attachments, you may want to delete older messages to make room (see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD or visit *palm.com/us/support/centro/centro_sprint* for more information.)
- ***Pics&Videos.*** Pictures can consume excessive memory. Move your pictures to an expansion card, synchronize them to your computer (see "Viewing Pictures and Videos on Your Computer" on page 194), or upload them to your account on the Sprint Picture Mail Web site, and then delete large files from your Centro device (see "Deleting a Picture or Video" on page 192).
- ***Music.*** Music files often consume excessive memory. Move music files to an expansion card, or delete large files from your device.
- ***Internet.*** If you have set a large Web browser cache, you may want to clear the cache (see "Customizing Your Web Browser Settings" on page 163).
- ***Third-party applications.*** You can delete infrequently used applications (see "Removing Applications" on page 251) or move them to an expansion card (see "Using Expansion Cards" on page 264).

Third-Party Applications

Some third-party applications can cause conflicts with your Centro device. Third-party applications that modify the wireless features of your device may require extra troubleshooting. If you recently installed an application and your Centro device seems to be stuck, try the following:

1. Perform a soft reset (see "Soft Reset" on page 295).
2. If the problem persists, perform a system reset (see "System Reset" on page 296).

3. Delete the most recently installed application from your Centro device (see “Removing Applications” on page 251).
4. If the problem persists, perform another system reset.
5. If possible, synchronize your device with your computer to back up your most recent information.
6. If you’re unable to perform the steps above or the problem persists, locate your Backup folder on your computer and rename the folder (for example, BackupOld). Note that “Palm” in the following locations might be “Handspring” or “palmOne,” based on the device you’re upgrading from:
   - ***Windows:*** C:\Program Files\Palm\device name.
   - ***Mac:*** Mac HD/Users/<User Name>/Documents/Palm/Users/<Device Name>.
7. Perform a hard reset (see “Hard Reset” on page 296).
8. Synchronize to restore your ***Contacts***, ***Calendar***, ***Tasks***, ***Memos,*** and ***Pics&Videos*** information. You may need to manually restore information in other applications.
9. If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original Backup folder that you renamed, and sync after each application you install.
10. If the problem recurs, delete the last application you installed and report the problem to its developer.

    Remember that not all third-party applications were written with the Centro smart device by Palm in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and ***5-way*** .

Getting More Help

Contact the author or vendor of any third-party software if you require further assistance. Sprint does not provide technical support for applications that are not built into your Centro device.

Errors

Your Centro device is designed to minimize interruptions when a system error occurs. If your device encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns the phone back on if it was on before the error occurred.

Sometimes you might want to know more about an error. The Centro smart device by Palm uses a special interface to show error messages in greater detail.

1. Press ***Phone*** [ ].
2. Enter ***##377***, and then press ***Talk*** [ ].
3. Review the screen with details about the conditions that led up to the most recent automatic reset.
4. Select ***OK***.

   Please note that third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.

Fixing an Error 67 Message

1. Press ***Phone*** [ ].
2. From the ***Dial Pad***, enter ***##data***.
3. Press ***Menu*** [ ].
4. Select ***Update Vision Profile*** from the ***Options*** menu.
5. Select ***Now***.

Where to Learn More

For a Quick Introduction

- ***Quick Tour:*** The ***Quick Tour*** introduces you to many of your Centro device's features. It is already installed on your device, and you can open it any time. Press ***Applications*** [⌂], and then select ***Quick Tour*** .

While Using Your Device

- ***On-device User Guide:*** A copy of this guide that is specially formatted for your device screen. To view the on-device guide, press ***Applications*** [⌂], select ***My Centro*** , select the ***Support*** tab, and then select ***User Guide***.

  You can also download a copy of the *User Guide* at *palm.com/us/support/centro/centro_sprint*.
- ***Tips:*** Many of the built-in applications include helpful tips for getting the most out of your device. To view these tips, open an application, press ***Menu*** [≡], select ***Options***, and then select ***Tips***.
- ***Information:*** Many screens have a ***Tips*** icon in the upper-right corner. Select the Tips icon to learn about the tasks you can perform in that dialog box.
- ***Setup help:*** If you need help with setup, call 1-866-750-PALM (7256). This service is FREE within 90 days of purchase. Our support staff can help you set up your device and get you up and running. We can best assist you if your device is fully charged and you call from a phone other than your Centro device.

If You Need More Information

- ***Windows Vista™ users:*** For information on using your device and desktop software with Windows Vista™, visit *palm.com/windowsvista*.
- ***Books:*** Many books on Palm OS® by ACCESS devices are available in local or online book retailers (look in the computers section), or visit *palm.com/us/support/centro/centro_sprint*.

- ***Online forums:*** Consult online Centro device user discussion groups to swap information and learn about topics you may find nowhere else. Visit *palm.com/us/support/centro/centro_sprint* for details.

Online Support from Palm

For up-to-date downloads, troubleshooting, and support information, go to *palm.com/us/support/centro/centro_sprint*.

Visiting the Sprint Web Site

You can get up-to-date information on Sprint services and options by signing on to the Sprint Web site at *sprint.com*.

When you visit Sprint online, you can:

- Review coverage maps.
- Learn how to use voicemail.
- Access your account information.
- Purchase accessories.
- Add options to your service plan.
- Check out frequently asked questions.

Reaching Sprint Customer Service

You can reach Sprint Customer Service many different ways:

- On your Centro device, press ***Phone*** [ ]; enter ****2***, and then press ***Talk*** [ ].
- Sign on to your account at *sprint.com*.
- Call toll-free at 1-888-211-4727 (consumer customers),
  –or–
  1-800-927-2199 (business customers).
- Write to Sprint Customer Service, P.O. Box 8077, London, KY 40742.

Receiving Automated Invoicing Information

For your convenience, your phone gives you access to invoicing information on your Sprint Account. This information includes balance due, payment received, invoicing cycle, and the number of minutes used since your last invoicing cycle. (Normal airtime usage applies.)

- Press ***Phone*** [ ], enter ****4***, and then press ***Talk*** [ ].

Note	*This service may not be available in all affiliate areas.*

Sprint 411

You have access to a variety of services and information through Sprint 411, including residential, business, and government listings; assistance with local or long-distance calls; movie listings; and hotel, restaurant, shopping, and major local event information. There is a per-call charge in addition to normal airtime rates.

- Press ***Phone*** [ ], enter ***411***, and then press ***Talk*** [ ].

Sprint Operator Services

Sprint Operator Services provide assistance when you place collect calls or calls billed to a local telephone calling card or third party.

- Press ***Phone*** [ ], enter ***0***, and then press ***Talk*** [ ].

For more information or to see the latest in products and services, visit Sprint online at sprint.com.

Glossary

1xEV-DO (Evolution Data Optimized): A wireless broadband technology (also known as EVDO) that is designed for very high-speed data transfer with average download speeds of 400 to 700Kbps and that is capable of reaching speeds up to a theoretical maximum of 2.4Mb/s, and upload speeds up to 156Kb/s. The Sprint Power Vision network uses 1xEV-DO technology. The 1xEV-DO network is also known as the Sprint Mobile Broadband Network.

1xRTT: A standard of Mobile Internet connectivity that allows for persistent data connections as long as you are actively using your data connection. The average data transmission rate is around 70Kb/s, although theoretical limits are 153.6Kb/s. With Sprint Power Vision plans, you pay a monthly rate for unlimited data transfer and you don't pay for connection time.

Alt (alternative) (Alt)***:*** A keyboard key. Enter a letter on the keyboard, and then press ***Alt*** (Alt) to access variations such as international characters and symbols.

Applications [⌂]***:*** The screen on your Palm Centro™ smart device from which you can open all applications.

Auto-off interval: The time of inactivity that passes before the screen on your Centro device turns off. The wireless features on your device are unaffected by this setting.

Beam: To send or receive an entry or application using the infrared port on your Centro device.

Bluetooth® wireless technology: Technology that enables devices such as smart devices, mobile phones, and computers to connect wirelessly to each other so that they can exchange information over short distances.

Device name: The name associated with your Centro device that distinguishes it from other Palm OS® by ACCESS devices. When you first synchronize your device, you are asked to give it a device name. This name appears in the ***User*** list in Palm® Desktop software.

Dialog box: A set of options and command buttons that is enclosed by a border and that enables you to carry out a specific task.

Dial-up networking: Wireless technology that enables you to convert your device into a wireless modem so that you can access the Internet from your computer.

Favorite: A button that provides quick access to a phone number (speed dial) or commonly used application (***Contacts***, ***Web***, ***Messaging***, and so on). You can define up to 70 favorite buttons in the ***Phone*** application.

HotSync® manager: The computer application that manages the synchronization with your Centro device.

HotSync technology: The technology that synchronizes your Centro device and your computer with the simple press of a button.

Infrared (IR): A way of transmitting information using light waves. The IR port on your Centro device enables you to transfer information between other IR devices within a short radius.

Lithium-ion (Li-ion): The rechargeable battery technology used in your Centro smart device.

On Demand: A Sprint Power Vision feature that allows you to personalize your device's data features.

Option key : The keyboard button that enables you to access the number, symbol, or feature that appears above the letter on each key.

Palm® Desktop software: A PIM application for computers that helps you manage your personal information and keep it synchronized with your Centro device.

Palm® Install Tool: The component on your Windows computer that enables you to install Palm OS applications and other information on your Centro device.

Palm OS® by ACCESS: The operating system of your Centro device. Palm OS is known for its simplicity of use and for the large number of compatible third-party applications that can be added to your Centro device.

Partnership: Two Bluetooth devices—for example, your device and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device. Partnership is also known as *paired relationship*, *pairing*, *trusted device*, or *trusted pair* on some devices.

Phone ***:*** The application on your Centro device that enables you to make and receive phone calls.

Phone as Modem: Feature that enables your device (when connected to the Sprint Power Vision network) to be used as a high-speed modem for your computer, using a wired (USB sync cable) connection.

PIM (personal information management): A genre of software that includes applications such as Palm Desktop software, Microsoft® Outlook®, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

SMS: The service that enables devices to exchange short text messages almost instantly. Text messages are typically exchanged between mobile phones. These messages can usually include up to 160 characters. Your device can send and receive SMS messages while you are on a voice call.

Sprint Mobile Broadband Network: An advanced mobile data network using the fastest commercially available wireless network technology (EVDO) to deliver broadband-like transfer speeds for your data connections. See also 1xEV-DO.

Sprint Picture Mail: An enhanced Sprint Power Vision messaging service that enables you to instantly share pictures and videos with friends and family. You can also manage your pictures and videos online.

Sprint Power Vision: An advanced suite of data services and applications utilizing the Sprint Mobile Broadband Network.

Sprint TV: A Sprint Power Vision service that allows you to view live Mobile Digital TV (MDTV) on your Centro device.

Streaming: Technology that enables you to access media content—for example, to watch video or listen to an audio program—directly from the Internet on your device without needing to download a file that you save on your device.

User folder: The folder on your computer that contains both the information you enter in Palm Desktop software and the information you enter on your device and synchronize with Palm Desktop software.

Safety and Specifications

Sprint ahead

Important Safety Information

In This Section

- FCC Notice
- General Precautions
- Maintaining Safe Use of and Access to Your Device
- Using Your Phone With a Hearing Aid Device
- Caring for the Battery
- Radiofrequency (RF) Energy
- Bluetooth® Qualification Program
- Static Electricity, ESD, and Your Device
- Owner's Record
- User's Guide Proprietary Notice

This guide contains important operational and safety information to help you safely use your Palm Centro™ smart device. Failure to read and follow the information provided in this guide may result in serious bodily injury, death, or property damage.

FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Palm could void the user's authority to operate this equipment.

The following statement is normally required to be on the FCCID label. If the device is too small, the statement must be included in the user manual.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interferences received, including interference that may cause undesired operation.

General Precautions

There are several simple guidelines to operating your device properly and maintaining safe, satisfactory service.

- Speak directly into the microphone.
- Avoid exposing your device and accessories to rain or liquid spills. If your device does get wet, immediately turn the power off and remove the battery.
- Although your device is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, or bending it, or sitting on it.
- Any changes or modifications to your device not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

Note	*For the best care of your device, only Sprint authorized personnel should service your device and accessories. Failure to do so may be dangerous and void your warranty.*

Usage Log Your smart device includes a Usage Log that records software application launches and any device crashes or resets. A hard reset will not erase the Usage Log. We may, for diagnostic purposes, access the Usage Log in products returned to Palm.

Maintaining Safe Use of and Access to Your Device

Do Not Rely on Your Device's Phone for Emergency Calls

Wireless phones such as the one on your Centro device operate using radio signals, which cannot guarantee connection in all conditions. Therefore you should never rely solely upon any wireless phone for essential communication (for example, medical emergencies). Emergency calls may not be possible on all cellular networks or when certain network services and/or phone features are in use. Check with your local service provider for details.

Using Your Phone While Driving

Talking on your phone while driving (or operating the phone without a hands-free device) is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

Note	*Purchase an optional hands-free accessory at your local Sprint Store. For more information, visit sprint.com.*

Following Safety Guidelines

To operate your device safely and efficiently, always follow any special regulations in a given area. Turn your device's phone off in areas where use is forbidden or when it may cause interference or danger.

Using Your Device's Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radiofrequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment.

RF signals may affect improperly installed or inadequately shielded electronic operating systems and/or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

Note	*Always turn off the phone in health care facilities and request permission before using the phone near medical equipment.*

Turning Off Your Phone Before Flying

Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.

Turn your phone off when you're in any area that has a potentially explosive atmosphere. Although it's rare, your phone and accessories could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- Fueling areas such as gas stations.
- Below deck on boats.
- Fuel or chemical transfer or storage facilities.
- Areas where the air contains chemicals or particles such as grain, dust, or metal powders.
- Any other area where you would normally be advised to turn off your vehicle's engine.

Note	*Never transport or store flammable gas, flammable liquid, or explosives in the compartment of your vehicle that contains your phone or accessories.*

Restricting Children's Access to Your Device

Your Centro device is not a toy. Do not allow children to play with it as they could hurt themselves and others, damage the device and/or its phone, or make calls that increase your monthly bill.

Using Your Phone With a Hearing Aid Device

Your Palm® Centro™ smart device is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please refer to *palm.com/centroHAC*.

Your device has been tested for hearing aid device compatibility. When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box. ***Your*** Centro smart device by Palm ***phone has an M4 and T4 rating***.

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices contain telecoils.)

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of phones. Ask your hearing health-care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers best use.

- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for “best use.” This is synonymous for T ratings.

Palm further suggests that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

Getting the Best Hearing Device Experience With Your Device

To further minimize interference:

- There is usually less interference on the microphone setting than on the telecoil setting.
- Set the phone’s screen and keyboard backlight settings to ensure the minimum time interval.
- Move the phone around to find the point with the least interference.
- If your hearing aid is equipped with a telecoil, turn on the HAC setting on your device.

Turning on the HAC Setting

When the HAC setting is on, your device sends the audio from your phone calls to the telecoil rather than to the microphone of your hearing aid. You are likely to hear calls much better because volume is increased and background noise and feedback are diminished. The HAC setting improves only the calls you listen to through the earpiece. Turn off your device's Bluetooth Wireless feature. It does not affect calls heard on the speakerphone or with a car kit or headset. HAC requires extra battery power, so watch your battery consumption when it's turned on.

Caution	*Do not turn on the HAC setting unless you use a hearing aid with a telecoil. Using this setting without a hearing aid or with a hearing aid without a telecoil may be harmful to your hearing.*

1. Make sure your phone is turned on (see "Turning Your Device's Phone On and Off" on page 61).
2. Press ***Phone*** [ ].
3. Press ***Menu*** ( ).
4. Select Options and then select ***Phone Preferences***.
5. Check the ***Hearing Aid Compatibility*** box.
6. Select ***OK***.

Caring for the Battery

Protecting Your Battery

The guidelines listed below help you get the most out of your battery's performance.

- Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Sprint is not aware of similar problems with Centro devices resulting from the proper use of batteries and accessories approved by Sprint or the manufacturer of your phone. Use only Sprint or manufacturer-approved batteries and accessories found at Sprint Stores or through your device's manufacturer, or call 1-866-343-1114 to order. They're also available at *sprint.com*—click ***Accessories*** under the ***Shop & Browse*** menu. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.
- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).

- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don't attempt to disassemble or short-circuit the battery.
- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
  - Less than one month: -4° F to 140° F (-20° C to 60° C)
  - More than one month: -4° F to 113° F (-20° C to 45° C)

Battery Safety Information

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.

- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.

Disposal of Lithium-Ion (Li-Ion) Batteries

Do not handle a damaged or leaking li-ion battery as you can be burned.

For safe disposal options of your li-ion batteries, contact your nearest Palm authorized service center.

Special Note: Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Radiofrequency (RF) Energy

Understanding How Your Phone Operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radiofrequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.

Knowing Radiofrequency Safety

The design of your Centro smart device by Palm complies with updated NCRP standards described below.

In 1991-92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted hybrid standard consisting of the existing ANSI/IEEE standard

and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

Body-Worn Operation

To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Palm-supplied or -approved carrying case, holster, or other body-worn accessory. Use of non-Palm-approved accessories may violate FCC RF exposure guidelines. Be sure to use an accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

For more information about RF exposure, visit the FCC Web site at *www.fcc.gov*.

Specific Absorption Rate (SAR) for Wireless Phones

The SAR is a value that corresponds to the relative amount of RF energy absorbed in the head of a user of a wireless handset.

The SAR value of a phone is the result of an extensive testing, measuring, and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a base station antenna, phone design, and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.

The highest reported (FCC) SAR values of the Centro smart device by Palm are:

Maximum SAR Values	CDMA Cellular	CDMA PCS
Head	1.09(W/1Kg)	1.35 (W/1Kg)
Body	0.817 (W/1Kg)	0.423 (W/1Kg)

FCC Radiofrequency Emission

This phone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID # O8F-747

IC ID # 3905A-747

More information on the phone's SAR can be found from the following FCC Web site: *https://gullfoss2.fcc.gov/prod/oet/cf/eas/reports/GenericSearch.cfm*.

Bluetooth® Qualification Program

Information about this listing can be found at:

https://programs.bluetooth.org/tpg/listings.cfm

Bluetooth® QD ID B013348

Static Electricity, ESD, and Your Device

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-Susceptible Equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® device, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions Against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your device to your computer, placing the device in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions That Enhance ESD Occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)

- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: Palm® Centro™ Smart Device

Serial No.:

User's Guide Proprietary Notice

CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307 5,109,390 5,267,262 5,416,797

5,506,865 5,544,196 5,657,420 5,101,501

5,267,261 5,414,796 5,504,773 5,535,239

5,600,754 5,778,338 5,228,054 5,337,338

5,710,784 5,056,109 5,568,483 5,659,569

5,490,165 5,511,073

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Specifications

In This Section

- “Specifications” on page 350

Specifications

Radio	CDMA 1900/800 MHz digital dual-band EVDO and 1xRTT
Phone features	Personal speakerphone Hands-free headset jack (2.5mm, 3-barrel connector) Microphone mute option TTY/TDD compatibility 3-way calling
Processor technology	Intel XScale™ processor, 312MHz
Expansion	microSD card slot
Battery	Rechargeable lithium-ion Removable for replacement 3.5 hours full charge time
Palm OS® by ACCESS version	Palm OS 5.4.9
Camera	Still image capture resolution (1280 x 1024), 1.3 megapixel 2x digital zoom Video capture resolution (352 x 288) Automatic light balance
Size/weight	4.22" x 2.11" x 0.73" (107.2 mm x 53.5 mm x 18.6 mm) 4.2 ounces (118 grams)

Connectivity	Bluetooth® wireless technology (1.2-compliant) IR
Display	Touch-sensitive LCD screen (includes stylus) 65,536 colors (16-bit color) User-adjustable brightness
Keyboard	Built-in QWERTY keyboard plus 5-way navigator Backlight for low lighting conditions
Included software	Calculator (basic/advanced) Calendar Camcorder Camera Contacts Documents To Go® Google Maps IM (instant messaging) Memos On Demand Palm® Desktop software/HotSync® manager Phone (includes Palm OS Favorites and Dial Pad) Pics&Videos Pocket Tunes™ (music) SMS (text messages) Sprint Mobile Email

Included software (continued)	Sprint TV Tasks VersaMail® (email) Voice Memo Web browser (Internet) World Clock
System requirements	Windows XP Service Pack 2, Windows Media Center Edition 2005 with USB port, or Windows Vista (32-bit version only) Mac OS 10.3–10.4.x with USB port Later versions may also be supported
Operating and storage temperature range	32°F to 104°F (0°C to 40°C) 5% to 90% relative humidity (RH)

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